



POSITION DESCRIPTION

Faculty of Architecture, Building and Planning

Recruitment and Selection Officer

POSITION NO	0042732
CLASSIFICATION	PCS 6
SALARY	\$77,207 - \$83,573 p.a
SUPERANNUATION	Employer contribution of 9.5%
EMPLOYMENT TYPE	Full-time (1 FTE) (fixed-term) position available until 31 March 2018 Fixed term contract type: Replacement Staff Member
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
CURRENT OCCUPANT	N/A
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , under 'Job Search and Job Alerts', select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Svetlana Collier Tel +61 3 8344 4168 Email scollier@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our websites:

about.unimelb.edu.au/careers
joining.unimelb.edu.au

Position Summary

The Recruitment and Selection Officer is a member of the Recruitment and Selection team reporting to the Manager, Recruitment and Selection. Working as part of the team, the incumbent is responsible for outreach and liaison with prospective students as well as the admissions/selection process for graduate programs within Melbourne School of Design (MSD).

The Officer will be conducting a number of presentations on the Bachelor of Design and MSD suite of graduate programs to prospective students, parents and academics with the view of promoting the programs.

Under the direction of the Manager, Recruitment and Selection, the Officer will be responsible for leading the MSD admissions process from application to offer and enrolment and ensure that a successful conversion strategy is implemented in order for the Faculty to meet the commencing student target numbers.

The Officer will provide exceptional customer service in a range of ways, including responding to incoming enquiries via multiple channels (including web, email and telephone) utilising the Nexus CRM system, and representing Faculty at on-campus and off-campus recruitment activities. The provision of accurate, timely and effective advice to students and staff on courses, admissions and enrolment will be a vital part of the role.

1. Selection Criteria

1.1 ESSENTIAL

- ▶ A tertiary degree with subsequent relevant experience or equivalent combination of relevant experience and/or education and training.
- ▶ Experience in a recruitment, selection and/or student service environment and having an understanding of reaching key performance indicators.
- ▶ Demonstrated ability to supervise and coordinate activities in a busy environment.
- ▶ Demonstrated skills in communicating professionally with a diverse range of clients with differing needs from various backgrounds.
- ▶ Excellent written and oral communication skills including public speaking skills.
- ▶ Demonstrated high level of organisational skills and attention to detail with the capacity to handle multiple demands, prioritise tasks and meet tight deadlines.
- ▶ Experience at utilising CRM in student recruitment.
- ▶ High level computer literacy including Microsoft Office and database applications, with the capability to learn new applications and systems quickly.

1.2 DESIRABLE

- ▶ Experience working in a higher education environment.
- ▶ Training and expertise in the University of Melbourne's student information system, StudentOne and other University systems.
- ▶ Demonstrated Knowledge of the University of Melbourne's policies and procedures, particularly those relating to selection.

2. Special Requirements

- ▶ Interstate and International travel may be required and will be offered depending on the needs of the unit. A valid travel document will be required.
- ▶ A flexible approach to working hours is necessary as some activities are held outside normal office hours. Time off in lieu or appropriate overtime rates would apply as per the University policies.
- ▶ Lifting boxes or carrying equipment which weighs more than 10kg is a requirement of the role.

3. Key Responsibilities

- ▶ In collaboration with member of the Recruitment and Selection team, deliver the admissions process for MSD international and local students, including: processing applications, responding to applicant enquiries, attending academic selection committees, sending offers and converting to acceptance
- ▶ Deliver and monitor conversion strategies (domestic and International) to make certain the interest from future MSD students is captured and results in applications and acceptance
- ▶ Support the review, revision and implementation of selection policy and streamline procedures to ensure that operations run efficiently and meet University compliance requirements
- ▶ Represent the Faculty and the University at recruitment events and follow up with prospective students with the aim to convert enquiry to application
- ▶ Conduct presentations to a large audience of prospective students, parents and academics
- ▶ Work closely with External Relations to ensure student targets are met and exceeded for Bachelor of Design
- ▶ Deliver regular application reports indicating the selection progress into MSD programs
- ▶ Provide intelligence gathered from applications and contribute to the development of Faculty level recruitment and selection plans
- ▶ Contribute generally to business planning and budget management for the Recruitment and Selection Unit
- ▶ Review and update the University and Faculty specific admissions and recruitment systems, including: StudentOne, NEXUS, MSD website
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Recruitment and Selection Officer works under the general supervision of the Manager Recruitment and Selection. They will be required to also work independently, showing initiative to ensure the smooth operation of the team. The incumbent must be

able to make decisions in relation to routine matters and refer more complex decisions to the Manager.

4.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent is required to exercise judgement on work methods and task sequence to ensure that work is completed in a timely manner. They need to work within published University guidelines and policy, seeking assistance on non-routine matters. They will be expected to demonstrate sensitivity, tact and confidentiality when dealing with staff and student issues. The Selection and Recruitment Officer is expected to contribute to the development of solutions to complex admissions issues.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent is required to have a strong knowledge of University policy, particularly those related to students and academic programs (e.g. selection and enrolment). A clear understanding of the Melbourne Operating Model and the relationship between the Faculty and University Services is also required.

4.4 BREADTH OF THE POSITION

The Recruitment and Selection Officer is required to work collaboratively with all members of the Academic Support Office and with staff across the University and externally with particular emphasis on those in the admissions portfolio. When requested, the incumbent may be required to support other work units of the Faculty.

5. *Other Information*

5.1 BUDGET DIVISION

The Faculty of Architecture, Building and Planning at the University of Melbourne is the leading educational and research institution in the Asia-Pacific region addressing the design and realisation of inhabited environments. It actively seeks to extend the linkages between education, research and practice in the design and built environment disciplines, and maintains excellent and extensive relationships with members of the design and built environment professions, government, professional associations and the wider community.

The Faculty has nearly 170 staff and approximately 3000 students, one third of whom are international. It is responsible for the undergraduate degrees the Bachelor of Design and the Bachelor of Environments.

The Faculty's graduate school, the Melbourne School of Design teaches accredited masters courses across the professional disciplines of Architecture, Architectural Engineering, Construction Management, Landscape Architecture, Property, Urban Design and Urban Planning.

The MSD aims to inspire learning through interdisciplinary reflection, and is unique in its integration of research, teaching, and practice around the environmental implications of all forms of urbanisation. With opportunities to engage in advanced studio and seminar-based learning and research, MSD students develop new perspectives, critical reflection,

and modes of action to address the design, environmental, social and aesthetic challenges in producing sustainable centres of habitation, locally and internationally.

The Faculty has an international reputation for excellence in research and research training and is a leader in built environment and urban research. Faculty staff are actively engaged in collaborations and partnerships both locally and globally, to produce research that responds to major social, economic and environmental challenges, as well as fundamental research into design and the built environment in Australia and the Asian region. Our researchers address key issues, such as mitigation of natural disasters, climate change, sustainability, the future of cities, population growth and urban density. We also contribute definitive knowledge and understanding of the history, conservation and heritage of the built and natural environment, built environment practice and management, urban morphology and design research.

Through the MSD, we provide the highest quality research training environment, attracting the best and brightest future researchers in our disciplines from around the world.

PhD and MPhil students have access to innovative professional development programs and generous funding support, along with excellent facilities and resources.

We have built strong research foundations by valuing and developing our people, rewarding excellence, and fostering a culture of enquiry, creativity and outstanding scholarship. More information about ABP / MSD can be found at:
<http://msd.unimelb.edu.au/>.

5.2 THE UNIVERSITY OF MELBOURNE

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. With outstanding performance in international rankings, Melbourne is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked among the world's top universities. Further information about our reputation and global ranking is available at <http://futurestudents.unimelb.edu.au/explore/why-choose-melbourne/reputation-rankings>.

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide range of knowledge-based industries.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>.

5.3 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

- ▶ Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. <http://about.unimelb.edu.au/strategy-and-leadership>
- ▶ The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum.

The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

- ▶ The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs.
<http://research.unimelb.edu.au/index.html#home>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.

Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

5.4 EQUITY AND DIVERSITY

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit.

5.5 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <http://www.unimelb.edu.au/unisec/governance.html>.

6. *Occupational Health and Safety (OHS)*

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<http://safety.unimelb.edu.au/topics/responsibilities/>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.