



THE UNIVERSITY OF
MELBOURNE

POSITION DESCRIPTION

Student and Scholarly Services
Chief Operating Officer Portfolio

Coordinator, Enrolment Compliance

POSITION NUMBER	0039833
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 7 - \$91,913 - \$99,495 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed term available until 31 May 2020
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	<p>Kat Gray</p> <p>Team Leader, Enrolment Compliance and Reporting</p> <p>Tel +61 9035 4220</p> <p>ksage@unimelb.edu.au</p> <p><i>Please do not send your application to this contact</i></p>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville 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. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio is responsible for the University's budget and financial performance, and the management of its property and capital. It also delivers efficient and effective shared services in support of all aspects of the University's business.

The COO Portfolio is comprised of eight sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Digital and Data
- Finance
- Legal and Risk
- Operational Performance Group
- Property
- Research, Innovation and Commercialisation
- Student and Scholarly Services

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

The Coordinator is a senior member of Enrolment and Academic Records, one of the many teams based at Stop 1 ('connecting students and services'). EAR comprises four sub-teams that together are responsible for delivering high quality services to students, graduates and colleagues from across the University in the areas of enrolment, results, academic records, and enrolment compliance and reporting.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

The Coordinator Enrolment Compliance:

- a. Is responsible for managing the daily delivery, at a high standard, of numerous enrolment compliance and other services to a wide range of students and colleagues across the University. These services include:
 - Provision of timely, accurate and accessible advice via email, phone, web, face-to-face (one-to-one and briefings), etc.
 - Assessment of coursework applications relating to: Leave of Absence; post-census date enrolment amendments; late enrolment fee waivers; reinstatement of enrolment; CoE extensions etc.
 - Assessment of unusual requests that have been escalated from other team members or other areas of the University (including faculties and the Principal Adviser Complaints and Grievance).
- b. Must be able to lead and motivate a team. This includes provision of regular and constructive feedback to their direct reports (2-4 team members) and leading the Enrolment Compliance and Reporting Team in the absence of the Team Leader.
- c. Must be strongly committed to continual improvement. This includes being able to proactively suggest and implement refinements to systems, processes, training, written resources, etc.
- d. Must be able to establish a positive working rapport and work productively with a wide range of academic and professional colleagues. Many enrolment compliance services are co-delivered with other teams, and effective delivery and service refinements involves working effectively with faculty colleagues, IT specialists, and many others.

The Coordinator is also the 2IC for the Team Leader Enrolment Compliance and Reporting, and a member of the EAR Leadership Team.

Reporting line: Team Leader, Enrolment Compliance and Reporting

No. of direct reports: 2-4

No. of indirect reports: 0

Direct budget accountability: 0

The Coordinator may also be asked to train and supervise casual team members.

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Moderate

Judgement: Significant

Operational context: The Coordinator is responsible for delivering high quality enrolment compliance and other services to students and colleagues across the University. The Coordinator plays a key part in ensuring that these services are readily accessible, timely, compliant and continually improved. The Coordinator and their direct reports are based at Stop 1, Parkville campus.

OH&S and compliance: 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. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- a. Manage the daily delivery of enrolment compliance and other services to students and colleagues from across the University (see the position purpose for details). This entails observing relevant University and government policies, regulations, procedures and best practice guidelines, and ensuring services are delivered in a way that contributes to a positive student experience.
- b. For direct reports, ensure that they have professional development opportunities and that performance development framework (PDF) requirements are clear and met.
- c. Develop and deliver high quality training and supervision. This includes: ensuring everyone is aware of expectations and responsibilities; ensuring multiple team members can deliver each service; providing timely and constructive feedback; and managing rosters and the onboarding of team members.
- d. Provide accessible and expert advice in a range of different settings and formats to students and colleagues. This includes:
 - o Preparing professional reports, best practice guidelines, web information, and documenting current processes/services in the agreed format.
 - o Data extraction and analysis and keeping stakeholders informed.
 - o Representing the team at meetings, delivering briefings and training, etc.

- e. Lead and/or be an active, knowledgeable and positive contributor to projects and working groups that are established to develop and/or review policies, processes, underpinning IT platforms, the information provided to students, etc.
- f. Proactively identify problems and suggest well considered improvements that are evidence-based and consider relevant best practice principles, policies, systems, data, resources, priority areas, recent experiences, etc. Implement and review the agreed changes.
- g. Constantly promote a quality client service culture and a multi-skilled and supportive environment to ensure: (i) a high standard of service to all clients (ii) knowledge, opportunities and work demands are shared, and (iii) staff absences are covered. This includes working closely with other members of the EAR Leadership Team to ensure in-depth and integrated knowledge across inter-related enrolment services, and enabling team members to contribute to activities across the broader team.
- h. Promptly investigate unusual and often sensitive enquiries, student cases, and complaints and grievances. This includes liaising with relevant colleagues, isolating the cause(s), preparing tactful and helpful responses, sharing knowledge, and promptly implementing improvements that will minimise the risk of the problem reoccurring.
- i. Maintain and continually improve the various underpinning IT and other systems and resources used to deliver this service. This includes provision of subject matter expertise, and conducting user acceptance testing rigorously and on time.
- j. Make positive contributions to the EAR Leadership Team and deputise for the Team Leader, Enrolment Compliance and Reporting. The Coordinator Enrolment Compliance is the Team Leaders' 2IC: solid knowledge of a wide range of services, and an ability to guide other team members is expected. EAR Leadership Team members sometimes lead activities/services across the broader team.
- k. Demonstrate expertise by maintaining and continuously developing professional knowledge and skills, keeping up to date with new developments relevant to the role and the organisation's broader objectives.
- l. Maintain accurate records in accord with the Privacy legislation and University policy and processes.
- m. Contribute to other activities that may be scheduled outside of normal daily duties (for example, University events).
- n. Readily share knowledge and undertake other projects and duties which are broadly aligned with the key responsibilities of this position.

Selection Criteria:

Education/Qualifications

1. The appointee will have a degree with at least 4 years' subsequent relevant experience; or extensive experience and management expertise in technical and administrative fields, or an equivalent combination of relevant experience and/or education/training.

Knowledge and skills:

2. Demonstrate COO values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace.
3. Solid experience delivering large scale, high quality and time-critical enrolment services to a diverse range of students and other stakeholders in a tertiary education setting. This includes understanding the student lifecycle, the interdependences between activities, and the academic and personal challenges experienced by some students.
4. Proven ability to lead, motivate and develop teams in a complex and challenging service setting.
5. Strong communication and interpersonal skills, including an ability to establish and maintain positive and productive relations with a diverse range of academic and professional colleagues and other stakeholders. This includes preparing and presenting appropriately pitched information in various formats (e.g. briefings, written reports, web resources, meetings) and settings, and actively contributing to discussions.
6. Well-developed analytical and problem-solving skills and a demonstrated ability to use relevant evidence, policies and experience to address problems that involve multiple stakeholders.
7. A very high level of proficiency using standard application software such as the Microsoft Office suite (e.g. Word, Excel, PowerPoint, Outlook), large integrated databases, and customer relationship management systems.
8. Experience contributing to the development and ongoing management of other databases and systems (e.g. ServiceNow, Salesforce, FormStack).

Desirable:

- Current operational understanding of relevant University of Melbourne policies and processes, and the Educational Services for Overseas Students Act 2000 (ESOS) and/or the Higher Educational Support Act 2003 (HESA).
- Experience using University of Melbourne and Commonwealth Government student systems and databases. The University's student management system is TechnologyOne Student Management.
- An ability to extract and analyse large data sets accurately and with ease.

Other job-related information:

Service requirements means that annual leave is restricted in the following periods:

- Early June until mid/late August. This is the 'mid-year peak', when students' enrolment need to be finalised before the mid-year graduation ceremonies and the start of the next semester.
- Mid-November until mid-March. This the 'end of year/start year peak', and is from the opening of re-enrolment until around the end of the second week of Semester 1.

In peak periods team members' may be required to:

- Vary their hours to support extended Stop 1's opening hours (e.g. work until 6pm, occasional Saturday openings);
- Work additional hours (including on the weekend) to ensure deadlines and service turnaround times are met, or to work at University events (e.g. Open Day).