

Details

Area	Deputy Vice-Chancellor Academic Portfolio
Team	Student Services / Prospective Students
Employment	Full Time,Continuing
Location	Melbourne Burwood Campus
Classification	HEW 5
Reports to	Team Leader, Prospective Student Enquiries

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

[Strategic Plans – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

Overview

The Officer, Prospective Student Enquiries is instrumental in providing advice for prospective students and the general public and supporting a range of university stakeholders to enable the delivery of information about courses, recruitment events and enrolments.

Reporting to the Team Leader, Prospective Student Enquiries, the Officer, Prospective Student Enquiries will work closely with Domestic Admissions, Student Administration, Student Central and Marketing & Recruitment to

- Coordinate, support and provide advice in relation to course information, recruitment events and enrolments
- Maintain broad and up-to-date knowledge of processes, procedures and information to ensure enquiries are effectively resolved whilst promoting an excellent customer experience.
- Support and provide services through a variety of channels, including phone, live chat and face to face and ensure all enquiries are recorded, reported and resolved in a timely manner.
- Review and update the leads management database, and nurture and convert prospective leads into offers.
- Maintain the Future Students database and accurately record prospective student contact details, study interests and outcomes of the enquiry in the Customer Relationship Management (CRM) system.
- Provide a range of processing and administrative tasks for student enquiries in line with university procedure, current privacy legislation and University policies.
- Support university governance, including work instructions, procedures and guidelines to enable and support the delivery of operations.
- Achieve set targets in regard to data collection, call success and attempt rate, lead generation and conversion.
- Monitor course applications and conduct follow campaigns where required.

Accountabilities

- With a customer mindset, clarify expectations and respond promptly to stakeholder requests, queries, or complaints to ensure stakeholder needs are met to agreed standards and timelines. Provide basic advice to customers and make appropriate referrals to senior staff and/or other areas of the University
- Collect and analyse information and data from a variety of appropriate sources to solve work problems and present information in a clear, structured, concise and tailored way by focusing on key messages. Ensure information is understood and meets audience needs
- Understand local processes, prepare standard documents, manage records, regularly track progress of work tasks and identify key issues for appropriate escalation
- Engage in process improvement activities and adopt new ideas, approaches and changes to work practices. Show initiative, generate new ideas and shares those ideas with others in the work area to improve process and practice. Contribute feedback and suggestions and identify situations in which change is needed to improve policy and practice
- Use knowledge of continuous improvement principles to analyse current processes and practices and create practical, simple and accessible solutions to problems after considering multiple perspectives
- Recognise the importance of teamwork and of effective communication amongst team members and build rapport within immediate team in ways that are respectful and inclusive of others. Coach, guide and support team members as needed to deliver against individual, team and University goals.
- Build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships.
- Role model professional and ethical behaviours. Consult with available sources to gather relevant information and seek the expertise and advice of other people as appropriate

Selection

- Completion of a Degree without subsequent relevant work experience; or
- An equivalent combination of relevant experience and/or education/training
- Experience in administration and related activities in a large organisation with complex administrative structures, policies, and procedures.
- Experience in operating in a high-pressure diverse environment, involving face to face, phone, and written issue
- Experience providing services and support in a large organisation

Capabilities

- **Emotional Intelligence** manages emotions to positively influence behaviour.
- **Growth Mindset** open to learning and new experiences, invests in development.
- **Communicates** engages others through persuasive and influential communication.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Engages Other** establishes effective relationships to achieve shared goals.
- **Plans work** plans the delivery of work while balancing priorities and resources.

Special Requirements

- Infrequent work outside business hours is required (e.g., work at evening or weekend events is required)
- Working with Children Check (refer to Recruitment Procedure)

Note

The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.