



## POSITION DESCRIPTION

### Academic Services

Faculty of Business and Economics

## Manager, Recruitment and Selection

POSITION NO	0034112
CLASSIFICATION	PSC 8
SALARY	\$99,199 - \$107,370
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full-time
BASIS OF EMPLOYMENT	Continuing
OTHER BENEFITS	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
HOW TO APPLY	Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Chris Gartner Tel +61 3 8344 0718 Email <a href="mailto:chris.gartner@unimelb.edu.au">chris.gartner@unimelb.edu.au</a> <i>Please do not send your application to this contact</i>

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

## ***Position Summary***

The Manager, Recruitment and Selection is responsible for the implementation of the Faculty of Business and Economics' (FBE) student recruitment and selection strategy. As part of this, the incumbent will:

- ensure the identification, implementation and management of recruitment strategies to achieve target enrolment numbers, primarily for the Faculty's suite of graduate programs
- implement and continually improve conversion strategies for domestic and international students, in partnership with the Faculty's Marketing & Communications Unit
- manage the selection process to ensure a quick turnaround on all coursework applications and ensure that the Faculty is admitting high quality students

To achieve these objectives, the position leads the Faculty's Recruitment and Selection team. The team of approximately eight members is charged with providing high level service to prospective and current students seeking admission to the programs offered by the Faculty as well as to academic and professional staff on all matters pertaining to recruitment and admissions.

The Manager, Recruitment and Selection will also:

- work closely with University Services to support the recruitment and selection of students into the Bachelor of Commerce
- provide input to the Faculty's leadership on the planning and implementation of the Faculty strategic plan where it relates to recruitment and selection.

The position reports to the Director, Academic Services and is a key member of FBE's Academic Services management team. Given the nature of recruitment and conversion activities, the incumbent also has a dotted reporting line to the Faculty's Director, Marketing and Communications.

## ***1. Key Responsibilities***

### **1.1 MANAGEMENT OF TEAM**

- ▶ Oversee the day to day operations of the Recruitment and Selection team, ensuring it maintains a close working relationship with the Faculty's Marketing and Communications Unit and other parts of the Faculty's Academic Services group
- ▶ Effectively motivate, coach and manage staff to achieve goals.
- ▶ Participate in and contribute to coverage of peak period activities across the Unit to enable operational obligations and agreed service levels to be met.

### **1.2 RECRUITMENT AND SELECTION OPERATIONS**

- ▶ Manage an effective and responsive applicant selection process that ensures fair and open selection decisions are made within the required timelines.
- ▶ Ensure the generation of sufficient and high-quality student enquires and application volumes so that the Faculty's student load targets are met by:
  - ensuring the Faculty's application selection processes are efficiently managed to maximise the conversion of high-quality applicants to admitted students

- providing responsive, timely and tailored advice to prospective students, agent management and liaison with international offices, the University's onshore and offshore recruitment teams and international offices as required
  - overseeing Faculty participation in key international or national events, as well as representing the University nationally or internationally in student recruitment engagements where necessary.
  - working with the Marketing and Communications Unit to ensure that FBE engages and inspires prospective students, their parents, education agents and other decision makers through the development and delivery of compelling and engaging collateral, content, public presentations and face to face consultations.
  - working with the Marketing and Communications Unit to coordinate targeted marketing and recruitment campaigns of key markets and identify new opportunities to generate new leads, engage and convert prospects.
  - collaborating with colleagues from the University Services' External Relations and Admissions teams on the development of international and domestic undergraduate recruitment and admissions plans for the Faculty.
  - being responsible for the management of team's budget and ensuring appropriate use of University funds.
- ▶ Liaise with the Wade Institute of Entrepreneurship regarding selection and admissions for the Master of Entrepreneurship

### 1.3 REPORTING AND ENSURING AN EVIDENCE-BASED APPROACH TO RECRUITMENT AND SELECTION ACTIVITY

- ▶ Collect and analyse market intelligence and statistical data to identify trends and market opportunities to ensure that the Faculty's approach to recruitment and selection is evidence-based.
- ▶ Provide policy and procedural advice on selection matters to Faculty leadership staff as required.
- ▶ Be responsible for developing performance measures which determine the effectiveness of recruitment and selection activities and ensuring that the work unit is effectively meeting these targets using analytics, client reporting and performance metrics and tracking.
- ▶ Actively contribute to innovation and continuous improvement of practices and processes based on analysis and feedback working collaboratively with stakeholders to inform business improvement.

### 1.4 OTHER

- ▶ Other duties appropriate to the scope of the role and the level of appointment as directed by the Director, Academic Services.
- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5.

## **2. Selection Criteria**

### **2.1 ESSENTIAL**

- ▶ Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience in large and complex organisations; or extensive experience and management expertise; or an equivalent combination of relevant experience and/or education/training.
- ▶ Demonstrated skills in leading and motivating staff successfully towards achieving common goals and targets.
- ▶ High level ability to work independently, initiate action without specific instruction, and to identify continuous improvement opportunities, including ability to plan, prioritise tasks and meet tight deadlines.
- ▶ Excellent communication and interpersonal skills with the ability to liaise and influence a range of people across all levels of the organisation.
- ▶ Proven history of high-level customer service in a high-volume environment such as student admissions and selection.
- ▶ Strong attention to detail and a proven ability to leverage quantitative/qualitative data to inform decision making and identify process improvement.
- ▶ Proven experience in managing projects to successful completion, including the ability to implement system and procedural improvements to enhance system functionality, improve customer service and internal controls.
- ▶ Demonstrated experience in long and short term planning and the delivery of a diverse range of programs within budget and in line with University policy.
- ▶ Highly developed computer skills including Microsoft Suite, particularly Excel with some proficiency in pivot tables and data visualisation/reporting.

### **2.2 DESIRABLE**

- ▶ Highly experienced in the student recruitment and/or selection/admission function with associated expertise in the student information and associated university administrative systems.
- ▶ Knowledge of the University of Melbourne recruitment and selection policies.

### **2.3 SPECIAL REQUIREMENTS**

- ▶ Annual leave must be taken at a time which accommodates the peak workflows of the area
- ▶ Attendance at key prospective student events (many of which are conducted outside normal office hours) is an inherent requirement of this position and the successful applicant will be required to possess some flexibility with their working hours around this key responsibility
- ▶ Regional, interstate and overseas travel will be required as part of this role and therefore the incumbent must always possess a valid passport

### ***3. Job Complexity, Skills, Knowledge***

#### **3.1 LEVEL OF SUPERVISION / INDEPENDENCE**

The Manager, Recruitment and Selection will operate with considerable autonomy under the broad direction of the Director, Academic Services in association with the Director, Marketing and Communications. The incumbent is responsible for the scheduling and prioritisation of tasks to ensure that the Faculty's goals and objectives are met. The Manager, Recruitment and Selection is expected to be proactive and demonstrate initiative in working with academic and professional staff.

#### **3.2 PROBLEM SOLVING AND JUDGEMENT**

The Manager, Recruitment and Selection works within the broad framework of University policies and is expected to resolve problems relating to the day-to-day running of the activities for which they are responsible. The Manager, Recruitment and Selection is expected to develop and coordinate processes and to identify and analyse possible solutions to problems which may require modification of existing systems and practices and where appropriate to initiate changes to both. The incumbent will be expected to be able to produce high level analytical reports on scholarships, recruitment and selection matters for consideration by senior faculty managers.

#### **3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

An excellent understanding of student recruitment nationally and internationally, and the development and utilisation of resources to deliver targets and strategies is expected of this role. A detailed knowledge of the University's academic and administrative policies and procedures is preferred, as is a high level of competency in the planning and implementation of strategic projects. An understanding of issues affecting staff in an academic environment is important, along with the capacity to work with a range of people at different levels within the University, and externally.

#### **3.4 RESOURCE MANAGEMENT**

The incumbent will be required to prepare and monitor the Faculty recruitment budget.

They will work closely with University Services and using the Faculty marketing and recruitment strategies in planning and prioritising recruitment activities

They will provide supervision and professional development for approximately 7 professional staff in the recruitment and admissions team, including monitoring of the allocated staff development budget.

#### **3.5 BREADTH OF THE POSITION**

The Manager, Recruitment and Selection will be expected to liaise with and work closely with a diverse range of stakeholders – Senior Faculty and University managers, academic staff, professional staff, potential students, members and associated organisations both nationally and internationally.

## ***4. 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.

## ***5. 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/people/community/responsibilities-of-personnel>

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

## ***6. Other information***

### **6.1 WORKING WITH CHILDREN CHECK**

This position requires the incumbent to hold a current and valid Working with Children Check.

### **6.2 BUDGET DIVISION**

The Faculty of Business and Economics at the University of Melbourne has been preparing students for exciting and challenging careers in industry since 1924. We have developed an outstanding reputation, locally and internationally, for the quality of our teaching and research. The Faculty has an active board of business leaders, government

representatives and community leaders who contribute to the implementation of our vision.

### Organisational Structure

The Faculty is home to Melbourne Business School (MBS) and to six teaching and research departments:

- Accounting
- Business Administration
- Economics
- Finance
- Management and Marketing
- Melbourne Institute of Applied Economic and Social Research

The Faculty has the following student and academic support centres:

- Academic Support Office
- Student Employability and Enrichment
- Research Development Unit

The Williams Centre for Learning Advancement

The Faculty is supported by the following Professional Services Units:

- Finance
- Human Resources (including OHS)
- Marketing and Communications
- Service Level and Facilities Management
- Quality Office

The faculty also hosts two University-wide initiatives:

- The Melbourne School of Professional and Continuing Education (MSPACE) which provides support to all Academic Divisions for their existing professional, continuing and executive education programs, and operates with a specific whole-of-institution mandate to significantly expand the University's professional, continuing and executive education offerings.
- The Melbourne Entrepreneurial Centre (MEC) which brings together a number of programs to focus a range of activities aimed at developing an entrepreneurial culture at the University of Melbourne.

### Our Programs

There are about 9,500 students enrolled in undergraduate and graduate degrees within the Faculty.

The Bachelor of Commerce is one of the most sought-after business courses in Australia. From 1 May 2013 all graduate programs in business and economics are offered through Melbourne Business School. Melbourne Business School offers a full suite of professional masters programs for those with little work experience right through to the MBA suite. It is also the home of leading research masters degrees and the PhD.

### Our Graduates

Since the Faculty was established it has produced over 53,000 graduates. Many of our alumni now occupy senior positions in business, government and academia, in Australia and around the world.

Further information about the Faculty is available at [www.fbe.unimelb.edu.au](http://www.fbe.unimelb.edu.au).

## 6.3 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 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>.

## 6.4 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/our-research/research-at-melbourne>

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.

## 6.5 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/governance>