

POSITION DESCRIPTION

Student and Scholarly Services
Chief Operating Officer Portfolio

Student Recruitment Officer

POSITION NUMBER	0052776
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 6 - \$87,007 - \$94,181 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , under Current staff or Future 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	Amy Burton Tel +61 466516973 Email amy.burton@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 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, 'Advancing Melbourne', at <https://about.unimelb.edu.au/strategy/advancing-melbourne>

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for the University's budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of six 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
- Finance
- Legal and Risk
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

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.

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.

ABOUT THE ROLE

Position Purpose:

The Future Students team for the Faculty of Arts and Faculty of Fine Arts & Music is responsible for onshore and offshore recruitment strategies, managing enquiries from future students, providing outstanding service to future coursework and research students and managing the processing and assessment of graduate coursework and scholarship applications.

The Student Recruitment Officer will be primarily responsible for promotion of the University's profile among future graduate students and the wider community within Australia and internationally. The role is also required to contribute to promotion and profile of undergraduate programs for the Divisional Group.

The role supports a network of internal and external relationships and assist with delivering a schedule of recruitment-based profiling activities, events and recruitment campaigns to maximise student enrolment outcomes. An innovative approach to student recruitment, utilising multiple communication strategies,

alignment to the future student journey stages and understanding of student experience is essential to success in this role.

Reporting line: *Recruitment Manager

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: #

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: *

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:

- Provide support to the Recruitment Manager for the Divisional Group on the recruitment and admissions plan for each Division and assist with ongoing review and monitoring against plan to meet KPI's
- Support and deliver graduate recruitment activities aligned to the Divisional Group's strategic recruitment targets.
- Contribute to undergraduate activities, especially large University wide recruitment events, as required.
- Support recruitment and conversion strategies relevant to the Divisional Group and participate in university wide recruitment activity managed by the Hub in order to generate sufficient and high-quality student enquires and application volumes so that Divisional student load targets are met.
- Work collaboratively with Communications & Marketing to support seamless and targeted marketing and recruitment campaigns of key markets
- Provide responsive, timely and discipline/program-specific support and advice to future students, staff in the Future Students Hub and domestic and international partners, liaising with academic staff as required.

- Inform product development through the establishment of market intelligence arising out of market research, enquiry, application and enrolment trends;
- Work with recruitment and admissions staff across the University and support the development of policy, systems, processes and best practice that meets Division(s) requirements and supports continuous improvement and innovation.
- Contribute to the team's achievement of agreed service levels, standards and reporting requirements through forward planning
- Contribute to innovation and continuous improvement of practices and processes, based on analysis and feedback and working collaboratively with stakeholders to ensure that they are meaningfully able to inform business improvements
- Contribute to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction

Selection Criteria:

Education/Qualifications

1. The appointee will have: Tertiary qualifications in a relevant discipline with subsequent relevant experience or equivalent mix of education/training and experience;

Knowledge and skills (Essential):

2. Previous experience with student recruitment within a tertiary education context;
3. Demonstrated commitment and experience in providing a high level of service delivery to students and Divisions alike
4. Demonstrated ability to contribute towards problem solving, and the ability to think flexibly and continuous improvement with an agile mindset
5. High level written and verbal communication skills including the ability to effectively communicate with a wide range of stakeholders;
6. High-level interpersonal and collaborative skills with the ability to develop and maintain productive working relationships and influence optimal outcomes for the University, Faculties and students;
7. 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.

Knowledge and skills (Desirable):

1. A thorough knowledge of the University of Melbourne's policies and procedures relating to student recruitment and selection particularly in reference to the Melbourne Model and Advancing Melbourne.
2. Knowledge of University IT Systems relating to student recruitment & selection

Other job-related information:

- This position involves some travel throughout Victoria and some interstate work
- Evening and occasional weekend work is required
- A current driver's licence is essential due to travel requirements
- Working in this role involves regular lifting of boxes weighing approx. 10kg

Special Requirements:

Employment in this position is conditional upon reception and maintenance of a Working With Children Check