

POSITION TITLE:	Enrolment Officer Victoria University Sydney
POSITION NUMBER:	VUS-2017/06
LOCATION/CAMPUS:	160 Sussex Street, Sydney
CLASSIFICATION:	Professional Staff - Individual Staff Agreement (ECA)
SUPERVISOR:	Campus Manager

OVERALL PURPOSE

The primary purpose of this position is to provide administrative support across a range of VU Sydney business functions including, but not limited to; maintenance of student management systems, financial reporting, debt recovery and the assistance in the coordination of orientations and re-enrolment periods. The Enrolments Officer provides high level administrative support to the student services department under the broad direction of the Campus Manager. The incumbent will be required to possess strong skills in data analysis and reporting, a high level of administrative competence, confidence, adaptability, resilience and an ability to prioritise workload. The position also calls for strong people skills and requires effective management of internal and external stakeholders. The position will be full time or 1.0 FTE.

VU Sydney offers the following postgraduate and undergraduate courses:

- Master of Applied Information Technology - NMIT
- Master of Business (Enterprise Resource Planning Systems) – BMES
- Graduate Diploma of Business (Enterprise Resource Planning Systems) – BGEP
- Master of Business (Accounting) - BMAK
- Graduate Diploma in Professional Accounting - BGAP
- Bachelor of Business (Accounting & Information Systems Management) – BBNS
- Bachelor of Information Technology - NBIT (from Trimester 2 2017)

ORGANISATIONAL ENVIRONMENT

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has seven colleges, each covering a broad discipline of study, seven research institutes and eight research centres. The University has eight campuses in Melbourne's CBD and western region, and a ninth campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

VU's Strategic Plan, *The University of Opportunity and Success 2016 – 2020*, presents a bold and distinctive vision that will ensure the University maintains its market position within an increasingly

competitive tertiary environment. Importantly, VU's distinctiveness is characterised by the vision and mission in the plan, as follows:

VISION

As the University of Opportunity and Success, we will be open and excellent, creating exceptional value for any student from any background and uplifting the communities in which we operate.

MISSION

We will achieve this vision by:

- **Education**

Providing high quality, engaging career-based tertiary education at all levels of vocational and higher education with flexible entry and exit points, appropriate pathways, engaging and rigorous curriculum and contemporary delivery; while maintaining rigorous standards and ensuring that all students are supported to meet those standards.

- **Research and Engagement**

Undertaking high quality and innovative applied and translational research which results in healthier, smarter and sustainable communities in the West of Melbourne and beyond, and connecting deeply with industry and the community, in turn enhancing the quality of teaching and learning.

Victoria University Sydney is a campus of the University operated in partnership with the Education Centre of Australia (ECA), managed by Victoria University through campus-based senior management. Located in central Sydney, VU Sydney currently offers courses at undergraduate and postgraduate levels to international students.

The position of Student Engagement Officer reports directly to the Campus Manager, and shares responsibility for contributing to the delivery of a clearly defined student experience. The position liaises with other staff at VU Sydney, Education Centre of Australia (ECA), and Victoria University (Melbourne). The position requires an understanding of how universities operate, and the incumbent must have a sound understanding of the international student experience.

EDUCATION CENTRE OF AUSTRALIA

Education Centre of Australia Pty Ltd (ECA) has been working in partnership with Victoria University since 2007 and is the employer of this position. Managed by a Chief Executive Officer, ECA operates four schools: English Language in Sydney (EL SIS), Zenith Business Academy (ZBA), Asia Pacific International College (APIC) and Professional Year Programs (PYP).

MAJOR CHALLENGES/FREEDOM TO ACT

This position is an important member of the Student Services team of the Campus and oversees and delivers various student enrolment functions across the student lifecycle, from commencement to graduation. The position is responsible for periodical provision of data reports pertaining to student enrolment and fees. Supervised by the Campus Manager, this position operates as an employee of ECA but must follow all Victoria University policies, procedures and guidelines.

The major challenges for the position of Enrolments Officer include but are not limited to:

- Maintaining and updating student enrolment records
- Managing and prioritising workloads
- Provision of detailed enrolment reports and associated tasks
- Maintaining and updating cohort specific enrolment information
- Ensuring that a high level of attention to detail is maintained across a variety of functions
- Maintaining a climate of collegiality between Student Services and Academic Services teams
- Supporting the Campus Manager by implementing strategies that improve enrolment processes

This position is responsible for providing support and advice to the Campus Manager to ensure the provision of a visible and engaging student experience at VU Sydney.

MAJOR DUTIES AND ACCOUNTABILITIES

In performing the following duties, the incumbent is required to comply with quality assurance policies and procedures, and other relevant legislative requirements applicable to Victoria University.

The major duties include but are not restricted to the following key focus areas:

1. Ensure that student records are kept up to date with a high level of attention to detail
2. Contribute to RPL outcomes and mapping to student profiles on VU Connect
3. Monitor student enrolment loads in order to ensure VU Sydney remains ESOS compliant
4. Provide detailed enrolment data and reporting inclusive of EFTSL and forecasted earnings
5. Contribute to the functions of the student services administration team as determined by and under the direction of the Campus Manager
6. Provide high quality client service, system support and direction, and referral in a professional and accurate manner.
7. Effective relationships building with internal and external stakeholders

SELECTION CRITERIA

Essential:

1. Relevant tertiary qualifications and/or equivalent combination of education, training and relevant work experience.
2. Demonstrated experience managing student management systems such as Callista
3. Demonstrated experience in the preparation and delivery of detailed data analysis and reporting
4. Demonstrated experience in managing student enrolment functions, in particular in a University setting
5. Demonstrated excellent skills in prioritising workload, team membership, contributing positively to team operations and working across multiple teams.
6. Demonstrated high level information literacy in particular with the Microsoft Office suite of programs
7. Evidence of ability to interpret University policy and procedures in the context of student enrolment
8. Experience in interacting with students from culturally and linguistically diverse backgrounds.
9. Demonstrated knowledge of ESOS Act and National Code with specific reference to international student enrolment
10. Demonstrated understanding of, and commitment to, equity and workplace health and safety principles.

I acknowledge and accept the requirements of this position description.

Name: _____ Signed: _____ Date: _____