

Position: Manager, Student Administration & Experience

Location: Melbourne Campus

Employment type: Full-time

Award: Educational Services (Post-Secondary Education) Award 2020

Melbourne Institute of Technology (MIT) is a distinguished private institute of higher education with campuses in Melbourne and Sydney. We are committed to providing high-quality education and fostering an inclusive learning environment. Our extensive range of programs includes IT, Networking, Data Analytics, Business, Accounting, and Engineering (Telecommunications) at both Bachelor and Master degree levels.

The Role:

We are seeking a dedicated **Manager, Student Administration & Experience** to lead our student services team at the **Melbourne campus**. This pivotal role involves planning, implementing, and monitoring strategies to enhance student engagement from enrolment through to graduation and beyond. The successful candidate will work closely with the Campus Director and the team at Office of Student Administration & Experience to facilitate student progression in their academic programs and improve overall campus life, thereby strengthening their connection to the Institute.

The position oversees team members in the Office of Student Administration & Experience, encompassing Enrolment, Experience, Student Counselling, and Reception areas.

Key responsibilities include:

- Coordinate enrolment activities with the Admissions, Academic Services, and Administration teams, ensuring the accuracy of student records and providing timely information and advice.
- Offer leadership, guidance, and support to staff in the Office of Student Administration & Experience.
- Provide and manage high-quality services, including student orientation, welfare, counselling, and coordination and management of student functions and events.
- Assist in the development and implementation of policies and strategies to enhance student engagement, in collaboration with the Campus Director.
- Implement programs to improve the overall student experience, monitor student satisfaction, and ensure high-quality services across various areas.

Selection Criteria:

- Completion of a tertiary qualification in a discipline relevant to the role.
- Proven experience in student services within a tertiary educational environment, demonstrating a deep understanding of student needs and processes.
- Demonstrated success in enhancing student engagement and experience within an educational setting.
- Excellent verbal and written communication skills, with proficiency in the Microsoft Office Suite.
- Strong organisational and multitasking abilities, with the capacity to lead a multifaceted department effectively.
- Knowledge of university policies and procedures is advantageous.

Position Description can be downloaded at MIT careers: <https://www.mit.edu.au/about-us/jobs-mit>

Apply via SEEK. Applications must include an updated resume and 3 professional referees.

Applications close on **Sunday, 7 April 2024**.

Equal Opportunity and Privacy of personal information is MIT policy. For more details visit www.mit.edu.au

MIT reserves the right to close applications early if a suitable applicant is identified prior to application close date.