

POSITION DESCRIPTION – SCHEDULE A

POSITION DESCRIPTION DOCUMENT PURPOSE

The purpose of this position description document is to provide you with a clear understanding of your role, and how that role fits within Melbourne Institute of Technology (MIT) as an organisation.

This document provides an outline of your key areas of accountability and desired outcomes from satisfactory performance of the role. It does not provide an exhaustive list of tasks and activities that are required to be performed in order to fulfil the role.

POSITION DETAILS

Position Title:	Manager, Student Administration & Experience (MSAE)
School / Division:	Office of Student Administration and Experience (OSAE)
Award	Educational Services (Post-Secondary Education) Award 2010
Time Fraction	Full-time
Campus:	Melbourne
Reporting to:	Associate Director of OSAE
Direct reports:	OSAE Team (Enrolment, Counselling, Experience & Reception)

ROLE

The Manager Student Administration and Experience (MSAE) is responsible, in liaison with MIT's Associate Director, Office of Student Administration and Experience for the planning, implementation, monitoring and reviewing of strategies in Melbourne campus for engaging students from enrolment through to graduation and beyond. The MSAE facilitates the successful progression of students through their academic program and campus life at MIT while strengthening their affinity with the Institute. The role includes managing student services operations, student records and enrolment and various study assist, buddying and mentoring programs, as well as coordinating with other essential learning services such as the Library/Centre of Learning. The role encompasses activities that directly relate to the enhancement of student satisfaction as well as improving student progression and completion rates.

This position reports to the Associate Director – OSAE (Melbourne) and works in collaboration with the Manager/Coordinator Student Administration and Experience (Sydney) to ensure consistency of processes and services across the campuses.

MIT VISION AND GOALS

MIT: A proud history, a confident future

Founded in 1996, Melbourne Institute of Technology (MIT) has provided outstanding, employment-focused degrees in Business and ICT for almost 30 years.

MIT grew to over 4,000 students prior to the onset of the Covid-19 pandemic. Like all higher education institutions, MIT was impacted by the closure of international borders triggered by the pandemic.

Since the reopening of international borders, confidence has returned to the international student market. MIT's high-quality student programs and organisational agility will enable it to renew its growth trajectory, achieve University College status, and lay the foundations for the next decade of success.

Vision

MIT aspires to be one of the leading providers of industry-engaged, employment-focused higher education programs, equipping students with the knowledge, skills, and opportunities to build successful careers.

Mission

MIT inspires students and helps them create their future through employment-focused educational programs. These are developed and delivered in collaboration with industry, and underpinned by excellence in learning and teaching, scholarship and research.

Values

- Excellence;
- Integrity;
- Accountability
- Transformational Change, and
- Agility

MIT's overarching goals are to:

- Become one of the top 20 higher education institutes in Australia for high-quality student experiences and learning outcomes
- Attain Self-Accrediting Authority status during 2023
- Progress towards achieving University College status by 2027
- Capitalise on the reopening of international borders to rebuild student numbers: achieve pre-pandemic EFTSL levels by 2025 and 5-10% growth per annum thereafter
- Achieve student satisfaction and graduate employment outcomes equal to or above industry averages in all courses
- Be renowned for excellence in industry-engaged learning with all students engaging with industry as part of their course
- Continue to deliver outstanding, student-centric support services
- Be recognised as a high-performing employer of choice

MIT ORGANISATIONAL STRUCTURE

MIT business model comprises four (4) key focus areas as guided by its vision: Academia, Finance, Marketing, and Operations. Our organisational structure is designed to ensure each of these areas is fully resourced.

Our Executive Management Committee (EMC) is responsible for the development of our strategic plan and effective implementation of strategies across all business areas. It comprises our:

- Chief Executive Officer,
- Managing Director,
- Group General Manager and Human Resources Director (pro tem) and
- Executive Dean

RESPONSIBILITIES

The Manager Student Administration and Experience is primarily responsible for the planning, implementation, evaluation and the day-to-day operations of student services and engagement activities which enhance the high satisfaction and success rate of students in the Melbourne campus. This involves the coordination of activities and programs to be in sync with the Melbourne campus to ensure that regardless of campus, students will receive access to the same level of support and opportunities at MIT. This position is also responsible for ensuring that student enrolment into courses is in line with policy and record management is well managed, including online and hard copy student files.

Area	Outcomes
Administration activities (including enrolments and management of student records)	<p>Ensure administration activities in both student administration and academic area (the latter in consultation with the relevant academic managers such as Deputy and Associate Heads of School):</p> <ul style="list-style-type: none"> • Effectively retain all data accurately and in accordance with approved policies and procedures • Facilitate compliance with Partner Institute (Federation University) policies and procedures in all matters relating to services to students • Facilitate compliance with all government and other regulatory bodies.
Enrolment activities	<ul style="list-style-type: none"> • Liaise with the Manager, Academic Services and Administration in relation to timetable, units and additional staffing during intakes. • Provide appropriate training for academic administration staff so that they can provide directional and general information to other staff and students in the context of student enrolment processes. • Liaise with the Academic Manager of Federation University Courses and Federation University in relation to student enrolments and reenrollments • Ensure the Student Enrolment and Records Officers maintain student documents and records accurately and processes are completed in an appropriate and timely manner, including archiving

	<ul style="list-style-type: none"> Ensure that the Student Enrolment and Records Officers provide accurate, timely and comprehensive information and advice in relation to enrolment, course requirements, credit transfers and general administrative queries.
Service streams (including Orientation, student welfare; counselling; coordination and management of students functions and events; student support services)	<p>Ensure provision of high quality services that:</p> <ul style="list-style-type: none"> Comply with MIT policies Are underpinned by MIT values Present value for money outcomes Present accessible, accurate, timely and comprehensive information advice to students Supports students at risk and other students with particular welfare, counselling, and other issues which need addressing
Policy and Strategic Planning student engagement	<ul style="list-style-type: none"> Identify, assess and inform the Campus Director (Melbourne) and Associate Director- Operations on issues that affect the organisation in terms of student experience, student services and student enrolments Assist the Campus Director (Melbourne) and Associate Director- Operations in developing policies and strategies, and implementing them to enhance the student experience and student services Coordinate with the Manager/Coordinator Student Administration and Experience (Sydney) so that the same programs, support and activities are developed, implemented and evaluated on each campus
Student Experience	<ul style="list-style-type: none"> Enhance student experience from application through to successful graduate outcomes and beyond by enhancing, and implementing programs such as <ul style="list-style-type: none"> 1st Year student transition programs Student support programs such as Buddying, Mentoring and Study Assist programs Student experience monitoring and enhancing Graduate destination satisfaction for students Actions from the Course satisfaction questionnaire - Course Experience Questionnaire (CEQ), QILT SES and GOS Surveys and International Student Barometer Survey using a comprehensive, integrated and coordinated approach and in liaison with Melbourne campus so that students are receiving similar support and programs in each campus Utilise and coordinate a holistic campus approach to student engagement and work closely with other divisions and departments in the planning, development, implementation and evaluation of the programs; support and activities Manage programs that are inclusive of all student diversities including culture, skills and preparedness for higher education studies.

Leadership in student services department	<p>Ensure provision of high quality services in the following areas/functions:</p> <ul style="list-style-type: none"> ▪ Enrolments and student records services ▪ Student experience and engagement ▪ Student welfare, advocacy and counselling services ▪ Student recreational services ▪ Student support services (accommodation, airport pickup; buddying, mentoring, study support etc.) ▪ Help desk services (reception, some accounts support etc.) ▪ Being in charge of the day to day operational matters of the Department
Ongoing learning and self-development	Attendance at relevant training courses and completion of self-development activities
Managing and developing staff members	<ul style="list-style-type: none"> ▪ Provide direction, guidance and support to staff ▪ Delegation of appropriate level of authority ▪ Ongoing training (internal and external) ▪ Developing, implementing and delivering student administrative workshops and other programs to clients ▪ Manage and monitor staff performance against the assigned measures.
Other duties	<ul style="list-style-type: none"> ▪ Other projects or duties as required from time to time, as directed by the Campus Director and the AD OSAE. ▪ This position may require work to be carried out beyond standard business hours of 9am - 5pm, especially during orientation/enrolment

SELECTION CRITERIA

- Completion of a Tertiary qualification in a discipline relevant to the role.
- Experience in student services in an educational environment: Proven track record of working in student services, demonstrating understanding of student needs and processes.
- Experience with enhancing student engagement/experience in an educational environment: Prior involvement in implementing programs or initiatives to improve student engagement and satisfaction.
- Strong verbal and written communication skills: should be able to communicate clearly and effectively in person, over the phone, and in writing.
- Proficient in using Microsoft Office Suite (especially Excel, Outlook and Word).
- Appreciation of cultural awareness and issues relating to the diverse cultural background of the student body: Understanding of and sensitivity towards cultural diversity, promoting inclusivity and fostering a supportive environment.
- Customer focus with a passion to assist students: Dedication to delivering exceptional service, prioritising student needs, and going above and beyond to assist them.
- Organisational and multitasking skills: Ability to handle multiple tasks simultaneously and maintain an organised and efficient work environment.
- Ability to provide strong leadership in a multifaceted department: Demonstrated capability to lead and motivate a team, promoting collaboration and achieving departmental objectives.
- Knowledge of university policies and procedures is a plus: Familiarity with university policies, procedures, and campus resources is beneficial. This knowledge allows the receptionist to provide accurate information and direct inquiries appropriately.

PERFORMANCE MANAGEMENT - SCHEDULE B

Staff performance is managed in accordance with MIT Performance Management System which incorporates:

- Regular performance reviews
- Ongoing feedback
- Identification of professional development needs and provision of support
- Reward structure

Specific performance goals will be set with you during the course of your performance review. Areas of performance focus for this role (together with example measurement tool) are set out below for your information. Further details in relation to the MIT Performance Management System will be provided by our Human Resources Director or nominee.

Focus area	Measure - example
Student engagement	Student survey and statistics
Policy and planning	Responsiveness and accuracy
Efficient systems and procedures	Systems operating statistics Innovation / new system implementation
Relationships – internal	Staff statistics – retention, leave taken
Relationships – external	Vendor performance statistics
Maximisation of resources	Financial budget (including value for money considerations) Results from program reviews