

## 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

<b>Position Title:</b>	Receptionist Trainee
<b>School / Division:</b>	Office of Student Services & Engagement
<b>Campus:</b>	Melbourne
<b>Classification:</b>	National Training Wage Award
<b>Employment mode:</b>	Fixed 12 month contract
<b>Probationary Period</b>	This is a traineeship role therefore the probationary period is 12 months.
<b>Time Fraction:</b>	Full Time

### MIT VISION AND GOALS

Founded in 1996, Melbourne Institute of Technology (MIT) has grown dynamically as one of the leading private, higher education providers in Australia with campuses in Melbourne and Sydney. MIT is a teaching only Higher Education Institution. Our vision, mission, values and goals as approved by the MIT Board of Directors are set out below.

#### **Vision**

MIT aspires to be a leading private higher education provider nationally and internationally by proactively developing innovative educational approaches to meet industry needs and by a commitment to inspire tomorrow's graduates.

#### **Mission**

MIT, through its higher education programs and personalised and transformational student experience, provides the opportunity for individuals to access knowledge and to enrich and transform their futures.

#### **Values**

1. Excellence in learning and teaching;
2. Integrity;
3. Accountability and
4. Transformational Change.

## 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 Team 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,
- Marketing Director,
- Human Resources Director (pro term)
- Campus Director and
- General Manager

## ROLE

The Reception Trainee role provides comprehensive support and quality service delivery in a range of stakeholder relations and reception related duties. As part of the Office of Student Services and Engagement (OSSE), the role is integral to the provision of a range of services that directly relate to the enhancement of student satisfaction as well as improving student progression and completion rates.

An essential component of the role is to meet the needs of its clients and support the Manager, Student Services and Engagement (MSSE) with the overall objective of continuous improvement of MIT's quality of service and commitment to on-going individualized student support.

The position reports to the MSSE.

## RESPONSIBILITIES

The main area of responsibility of this position is to assist the Student Services department and provide a positive first impression of MIT Melbourne Campus to students and clients. This responsibility incorporates the areas as set out below.

Area	Outcomes
Services to Students	Ensure activities are: <ul style="list-style-type: none"><li>• Offered in a friendly, courteous and approachable manner which results in a coordinated, professional and timely service</li><li>• Provided with correct information and direction given to enquiries on a range of educational and administrative matters</li><li>• Correctly logged for student/staff appointments.</li><li>• Carried out in a timely and efficient manner, including general administrative duties.</li><li>• Provide advice to students around Student Overseas Health Cover and campus events.</li></ul>

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Reception Area	Undertake daily routine Student Services duties professionally and efficiently which will involve; <ul style="list-style-type: none"><li>• Assisting in the effective administration of the front end reception area.</li><li>• The position will ensure that all student enquiries (telephone, over the counter, email) are dealt with in a timely manner.</li><li>• Greet MIT guests and clients at reception, ensuring they are appropriately attended to and directed to the correct staff member/area.</li><li>• Punctuality at work at all times.</li></ul>
Management and organisation	Assist the MSSE and other OSSE staff to: <ul style="list-style-type: none"><li>• Provide assistance to students as required.</li><li>• Maintain and create Student Services records/files</li><li>• Ensure actions discussed for follow up are carried out</li><li>• Help implement and deliver orientation and enrolment services</li></ul>
Liaison and interaction	Carry out the following: <ul style="list-style-type: none"><li>• Maintain an awareness of the MIT operating environment in order to liaise effectively with a diverse range of staff and students.</li><li>• Observe MIT protocols at all times.</li><li>• Interpret Policies and Procedures and implement same</li><li>• Work as a team player.</li></ul>
Reporting	Provide regular reports to the MSSE for the tasks given: <ul style="list-style-type: none"><li>• On a weekly basis on the current tasks set and the status of these tasks.</li><li>• On a monthly basis on the overall state of the tasks set for the month to the MSSE.</li></ul>
Special projects	Ensure special projects and tasks assigned (as may be from time to time) are carried out efficiently and effectively

## PERFORMANCE MANAGEMENT

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

## MIT ORGANISATIONAL STRUCTURE

information. Further details in relation to the MIT Performance Management System will be provided by our Human Resources Director.

Focus area	Measure – example
Student quality service	Student survey and statistics
Efficient systems and procedures	Response times for and solving issues
Relationships	Survey results – staff, student Evaluation from Management
Traineeship	Adherence to weekly study times dedicated to the traineeship program
Duties	Undertake duties, as assigned by reporting officer, efficiently and effectively.