

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:	Admissions Officer (CoE)
School / Division:	Admissions & Marketing
Classification:	Education Services (Post-Secondary Education) Award 2010 Level 4.1
Campus:	Melbourne

ROLE

The Admissions Officer is responsible administering electronic Confirmation of Enrolments (eCoEs) for students studying at MIT Melbourne and Sydney campus. This includes, issuing CoEs, corresponding to students and agents in relation to CoEs, offers, enrolments and deferrals, monitoring visa rejections via PRISMS, and reporting variations in enrolments in timely manner as outlined in the ESOS Act and National Code 2007.

This position reports to the Associate Director Admissions & Marketing or nominee.

MIT VISSION 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 in December 2014 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;
4. Transformational Change.

Goals

1. To provide high quality programs that meet the needs of our students and industry;
2. To provide an inclusive environment where all students have the opportunity to succeed;
3. To strengthen institutional effectiveness, financial sustainability, collegial governance and sense of community;
4. To make collaboration an integral part of all our activities.

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 and Student Engagement,
- Human Resources Director (pro term)
- Academic Director
- Campus Director and
- General Manager

RESPONSIBILITIES

The following key responsibilities form the expected outputs for which this position is both responsible and accountable. These areas are not exhaustive of the position and may be subject to change by the Associate Director Admissions & Marketing. It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at MIT. The appointee may at times be required to work at other tasks and areas as directed.

Area	Outcomes
Issuing electronic Confirmation of Enrolment (eCoE)	<ul style="list-style-type: none"> ▪ Assessing documents for approval of CoEs; ▪ Issuing electronic Confirmation of Enrolment certificates(CoEs) and sending them to respective agents and students promptly and efficiently; ▪ Communicating with agents and students in relation to CoEs, offers and deferrals; ▪ Liaising with Federation University Offshore Processing Centre for approval of FedUni Melbourne and Sydney CoEs; ▪ Liaising with MIT India Offshore Processing Centre for SVP screening and CoE approval of offshore students from Indian subcontinent; ▪ Entering details for FedUni Melbourne and Sydney accepted student data into Campus Solutions in a timely manner; ▪ Providing timely and accurate CoE reports to Management for planning and policy development purposes.
GTE (Genuine Temporary Entrant) Screening and student visa	<ul style="list-style-type: none"> ▪ Maintaining up to date knowledge of DIBP country specific financial requirements; ▪ Maintaining up to date knowledge of the institute's and its partner university's GTE criteria; ▪ Maintaining up to date knowledge of student visa requirements; ▪ Ensuring that all offshore students meet country specific GTE requirements, which includes verifying their academic and financial documents; ▪ Interviewing offshore students when required.
Admissions	<ul style="list-style-type: none"> ▪ Assessing applications for international students when required; ▪ Entering accurate student details into the database and generating letters of offers when required; ▪ Administering non-award and cross-institutional enrolments when required.

<p>Record Keeping and Compliance</p>	<ul style="list-style-type: none"> ▪ Reporting enrolment variations to Provider Registration and International Student Management Systems (PRISMS) within timeframe stipulated by the National Code and ESOS Act (2000); ▪ Updating CoE reports and Google drive on a daily basis and providing reports to the Senior Management when requested; ▪ Updating enrolment variations in Bigfoot (MIT Records Management Systems) in a timely manner; ▪ Monitoring and recording DIBP Visa Action list on a weekly basis and verifying student visa status through VEVO; ▪ Monitoring visa refusal data for MIT Melbourne and Sydney via PRISMS on a daily basis and recording the refusals and providing report to the Senior Management when required; ▪ Supervising creation of accepted student files; ▪ Maintaining a knowledge of the relevant ESOS Act and National Code related to student admissions, recruitment and placement; ▪ Updating change of address for MIT students into the PRISMS.
<p>Other Duties</p>	<ul style="list-style-type: none"> ▪ Perform other duties as requested by the immediate supervisor or nominee; ▪ The position may be required to work after hours during intakes; ▪ Annual Leave will not normally be approved during intakes.
<p>Monitoring progress towards goal achievement and implementing timely corrective action (when required)</p>	<p>Ensure:</p> <ul style="list-style-type: none"> ▪ The timely reporting of progress against plan ▪ The revision of plan to take into account changed circumstances (when required) ▪ That appropriate action is taken in order to achieve goals
<p>Ongoing learning and developing self</p>	<p>Attendance at relevant training courses and completion of self-development activities</p>
<p>Participating in team activities</p>	<ul style="list-style-type: none"> ▪ Discuss with reporting officer areas requiring improvements and advancing solutions ▪ Ongoing training (internal and external)

Participation in MIT Meetings	Actively participate in all management meetings including: <ul style="list-style-type: none"> ▪ Adequate preparation ▪ On-time attendance ▪ Contributing to discussions
Special projects	Ensure special projects and tasks assigned (as may be from time to time) are carried out efficiently and effectively
Interaction with External Bodies	<ul style="list-style-type: none"> ▪ To co-ordinate and liaise with Partner Providers in matters related to Student Admission Services
Other duties	Other duties as assigned by reporting officer

KEY SELECTION CRITERIA -COMPETENCIES-QUALIFICATIONS

Application letter and/or resume must address the qualification/knowledge/experience/attributes section under the key selection criteria

The following core competencies and required to effectively fulfil the requirements of this role:

- General administrative skills (i.e. skills and abilities required to manage not only self but relationships with others including agents, communication)
- Team Contributor
- High level written and oral communication skills.

Technical skills and Knowledge

- Degree qualification in relevant field. IT degree is preferred.
- Some client service experience / background (preferably within the higher education sector)

Knowledge and Skills

Essential

- Appreciation of handling complex communication and collaboration with diverse internal and external stakeholders.
- High-level communication and relationship building skills, including managing cross-cultural communication.
- **High-level computing skills including Microsoft Office**, client relationship management, database applications, and ability to analyse and present statistical information (or the ability to rapidly acquire this skill).
- Demonstrated experience in prioritising, including planning, administration and liaising with high-level officials/senior staff.

Personal Qualities

- Attention to detail and accuracy.
- A high-level of initiative.
- A self-starter with the ability to work independently or as a team member when required.
- Excellent interpersonal and communication skills, including a positive co-operative manner.
- Team player with excellent organisational and time management skills.

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
Commitment to providing quality administrative services to students, other stakeholders	Feedback gathered by the employee's supervisor from staff and students and from members of the Institute's Senior Executive
Efficient systems and procedures	Response time (eg to student enquiries; from receipt of enrolment details to finalisation)
Relationships	<ul style="list-style-type: none"> ▪ Survey results – Channel Partners ▪ Feedback from students and other stakeholders ▪ ability to develop relationships with relevant staff , students, agents, counsellors etc.
Effective Liaison (internally) and externally	<ul style="list-style-type: none"> ▪ Survey results – Channel Partners ▪ Effective liaison with marketing and recruitment staff ▪ Accuracy and quality of student documents issued ▪ Response times
Effective Communication	Effective communication via various communication methods (face-to-face, email, letter, telephone etc)
Commitment to clients	Student and key stakeholder satisfaction
Processing COEs	<ul style="list-style-type: none"> ▪ Ability to respond to agents and students promptly ▪ Efficiency ▪ Accuracy ▪ Ability to exceed customer expectation
GTE Screening	<ul style="list-style-type: none"> ▪ Ability select and screen genuine students through academic profile assessment, GTE interview and financial assessment ▪ Ability to identify fraudulent documents ▪ Ability to identify non-genuine students

PERFORMANCE MANAGEMENT - SCHEDULE B

Record Keeping and Compliance	<ul style="list-style-type: none">▪ Ability administer admissions and enrolment related reports▪ Ability to formulate and implement clear and transparent record keeping procedures for prospective students▪ Ability to minimize compliance related risks
Maximisation of resources	<ul style="list-style-type: none">▪ Financial budget (incorporating value for money considerations)