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**

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Manager - Student Services &amp; Engagement (Sydney Campus)</th>
</tr>
</thead>
<tbody>
<tr>
<td>School / Division</td>
<td>Division of Student Engagement</td>
</tr>
<tr>
<td>Campus</td>
<td>Sydney</td>
</tr>
<tr>
<td>Time fraction</td>
<td>Full-Time</td>
</tr>
</tbody>
</table>

**ROLE**

The Manager – Student Services & Engagement is responsible, in liaison with MIT’s Director of Marketing and Student Engagement and the Campus Director, for the planning, implementation, monitoring and reviewing of strategies in Sydney campus for engaging students from enrolment through to graduation and beyond. The SEM 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 and various study assist, buddy and mentoring programs, as well as coordinating with other essential learning services such as the library. 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 Sydney Campus Director but takes the overall policy and strategic direction from the Director of Marketing and Student Engagement.
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 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;
   - Excellence in Learning
   - Excellence in 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 Committee 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
- Director of Marketing and Student Engagement
- Academic Director
### MIT ORGANISATIONAL STRUCTURE

- Human Resources Director
- Campus Director, and
- General Manager

### RESPONSIBILITIES

The Manager – Student Services & Engagement (Sydney) 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 Sydney campus. This position also 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.

<table>
<thead>
<tr>
<th>Area</th>
<th>Outcomes</th>
</tr>
</thead>
</table>
| Administration activities (including enrolments and management of student records) | Ensure administration activities in both student administration and academic area (the latter in consultation with the Academic Manager):  
  - 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 | Ensure that the Academic Administration Officer:  
  - Liaise with the Academic Department in relation to timetable, units and additional staffing during intakes.  
  - Provides 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.  
  - Liaises with partner provider in relations to student enrolments and reenrolments  
  - Ensures that documents and records are accurate, completed and filed in an appropriate and timely manner  
  - Ensures that the academic administration staff provide accurate, timely and comprehensive information and advice in relation to enrolment, course requirements, credit transfers and general administrate queries. |

| Service streams (including Orientation, student welfare; counselling; coordination and management of students functions and events; student support services) | Ensure provision of high quality services that:  
  - 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 |
### RESPONSIBILITIES

| Policy and Strategic Planning student engagement | • Identify, assess and inform Campus Director and Director of Marketing & Student Engagement on issues that affect the organisation in terms of student experience, student services and student enrolments  
• Assist Director of Marketing & Student Engagement in developing policies and strategies, and implementing them to enhance the student experience and student services  
• Coordinate with the Student Services & Engagement Manager (Melbourne) so that the same programs, support and activities are developed, implemented and evaluated on each campus |
| --- | --- |
| Student Experience | • Enhance student experience from application through to successful graduate outcomes and beyond by enhancing, and implementing programs such as  
  o 1st Year student transition programs  
  o Student support programs such as Buddying, Mentoring and Study Assist programs  
  o Student experience monitoring and enhancing  
  o Graduate destination satisfaction for students  
  o Alumni formation, development and utilisation  
  o Involving industry and developing networking activities for students and graduates  
  o Course satisfaction questionnaire - Course Experience Questionnaire (CEQ)  
  o 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  
• Utilize 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 | Ensure provision of high quality services in the following areas/functions:  
• Enrolments and student records services  
• Student experience and engagement  
• Student welfare 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 | • Provide direction, guidance and support to staff  
• Delegation of appropriate level of authority |
### RESPONSIBILITIES

<table>
<thead>
<tr>
<th>General</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitoring progress towards goal achievement and implementing timely</td>
<td>Ensure:</td>
</tr>
<tr>
<td>corrective action (when required)</td>
<td>▪ Timely reporting of progress against plans (eg. Student Experience Plan/campus plan)</td>
</tr>
<tr>
<td></td>
<td>▪ Revising of plans to take in to account changed circumstances (when required)</td>
</tr>
<tr>
<td></td>
<td>▪ Appropriate action is taken in order to achieve goals</td>
</tr>
<tr>
<td>Interaction with external bodies</td>
<td>▪ Liaise with government bodies when required</td>
</tr>
<tr>
<td></td>
<td>▪ Co-ordinate and liaise with Partner providers in matters related to student services.</td>
</tr>
<tr>
<td>Special Projects</td>
<td>Where requested by the Campus Director or Director Marketing &amp; Student Engagement, complete in a timely fashion special projects in areas such as student engagement and enhancement of student experience.</td>
</tr>
</tbody>
</table>

### KEY SELECTION CRITERIA

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

#### Qualifications: Include all educational and training qualification, professional membership, criminal record check report

<table>
<thead>
<tr>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandatory</td>
</tr>
</tbody>
</table>

#### Knowledge/Experience/Attitude/Skills

<table>
<thead>
<tr>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly desirable</td>
</tr>
</tbody>
</table>

1. Experience in student services in an educational environment  
2. Experience with enhancing student engagement/experience in an educational environment  
3. Excellent communication skills both oral and written  
4. Appreciation of cultural awareness and issues relating to the diverse cultural background of the student body  
5. Customer focus with a passion to assist students  
5. Ability to multi-task in a fast paced environment

### 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
PERFORMANCE MANAGEMENT

- 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.

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