

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 to fulfil the role.

POSITION DETAILS

Position Title:	Admissions Officer
School / Division:	Admissions & Marketing
Classification:	The Education Services (Post-Secondary Education) Award 2010 (<i>General Staff Classification</i>) http://awardviewer.fwo.gov.au/award/show/MA000075
Employment Mode:	Full-time
Campus:	Melbourne
Reporting to:	Director, Marketing & Admissions
Direct reports:	Nil

ROLE

The position is responsible for assessing and issuing Confirmation of Enrolments (CoEs), reporting student course variations in PRISMS, maintaining accurate CoE records for Melbourne and Sydney campuses, reporting admissions data to the senior management, conducting monthly admissions audits, and providing timely and accurate admission advice to prospective international students and agents as needed.

The position must have knowledge and understanding of PRISMS, the ESOS Act, the National Code, and Department of Home Affairs (DHA) policies related to admissions and recruitment of international students. Key responsibilities include issuing CoEs and updating agent files and records in Bigfoot (MIT's Student Management System), PRISMS, and the website as needed. Furthermore, the position involves following up on matters related to agent performance and taking necessary corrective action with relevant agents under the guidance of the Director, Marketing and Admissions.

The Admissions Officer is expected to work collaboratively with MIT's recruitment team in India, agents, Course Coordinators, the Academic Department, Marketing and Recruitment staff and the Student Services team to provide expert advice relating to the policies and procedures involved in the admission of students.

The position may require work outside regular hours during peak admission periods.

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 responsibilities of Admissions Officer incorporates the areas as set out below.

Area	Outcomes
Admissions, acceptances, and student services	<ul style="list-style-type: none"> ▪ Checking the completeness of admissions and GS-related documentation and liaising with the offshore team and agents before approving CoEs. ▪ In accordance with the Institute Admission Policy and Procedures, admit students on acceptance of their offer and confirm conditions have been met. ▪ Issuing electronic Confirmation of Enrolment certificates (eCoEs). ▪ Assess onshore student applications against academic, English, and other entry criteria as required. ▪ Entering onshore prospective student details in Bigfoot and sending letters of offers to agents/students as required. ▪ Processing Overseas Student Health Cover (OSHC) for accepted students as required. ▪ Providing accurate and up-to-date advice to students and their agents about offer conditions, admission criteria, credit transfers, deferrals, cancellations, and student visa requirements. ▪ Administering non-award and cross-institutional enrolments during peak admission intakes as required. ▪ Exercising judgment and initiative in the resolution of problems/issues arising out of CoEs, offers, admissions and credit transfers. ▪ Contribute to the continuous improvement of admission systems and processes.

<p>Agent monitoring and updating agent files and databases</p>	<ul style="list-style-type: none"> ▪ Preparing the agent agreement for agents who have been deemed as suitable by the Supervisor and emailing the contract to the agent as required. ▪ Ensuring all agents engaged by MIT have a valid and current agreement and appropriate supporting documents. ▪ Adding or linking new agent details in Bigfoot, website, and PRISMS. ▪ Updating appropriate agent files and databases as required. ▪ Communicating with agents about their performance, documenting these interactions, and carrying out necessary corrective actions as directed by the Director, Marketing and Admissions. ▪ Advising the respective Marketing and Recruitment Manager to organise agent training with the newly appointed agent as required.
<p>Admissions Compliance and Record-keeping</p>	<ul style="list-style-type: none"> ▪ Updating CoE reports and providing the reports to the Senior Management when required. ▪ Reporting admission-related Student Course Variations (SCVs) in the MIT Student Management System (Bigfoot) and PRISMS database in a timely manner. ▪ Undertaking monthly and intake-wise admissions audits and reporting the findings to the Senior Management.
<p>Assessing GS requirements</p>	<ul style="list-style-type: none"> ▪ Checking the validity of documents, such as academic records and financial records, Genuine Student Test Form, and GS responses to ensure prospective students meet MIT's GS requirements. ▪ Collaborate with agents and the India office to gather additional background information and verify the credibility of students. ▪ Keep accurate and confidential records of all screenings and assessments conducted as part of GS assessment. ▪ Offer training and guidance to other staff members on GS requirements when required.
<p>Special projects and other duties</p>	<ul style="list-style-type: none"> ▪ Ensure special projects and other tasks assigned (as may be from time to time) are carried out efficiently and effectively.
<p>Knowledge and Technical Skills</p>	<ul style="list-style-type: none"> ▪ Thorough knowledge of the Institute's admission process. ▪ Knowledge and familiarity with the reporting requirements of PRISMS related to admissions. ▪ Ability to provide accurate interpretation of rules/regulations in providing advice to students. ▪ Knowledge and application of the Department of Home Affairs (DHA) related to international students.

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.

QUALIFICATIONS, COMPETENCIES AND SKILLS

- Completion of a bachelor's degree in a related discipline.
- Excellent oral and written communication skills, including the ability to deal effectively with clients via phone, email, in-person and other mediums.
- Strong understanding in PRISMS, the ESOS Act, and Department of Home Affairs policies.
- Proven experience in international student admissions/recruitment preferably in the higher education sector.
- High level of attention to detail.
- Ability to work effectively in a team and manage multiple tasks in a high-pressure environment.
- Strong organisational skills with experience using CRM systems and student management databases.
- Comprehensive experience in using computer skills such as Word, Excel, PowerPoint, and CRMs.
- Experience in the higher education sector, focusing on student admission/recruitment/retention.