

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:	Student Administration and Experience Officer
School / Division:	Office of Student Administration and Experience (OSAE)
Classification	Educational Services (Post – Secondary Education) Award 2010. General Staff 4.1
Employment Mode	Full Time
Campus:	Melbourne
Reporting to:	Manager, Student Administration & Experience or nominee
Direct reports:	Nil

ROLE

The Student Administration & Experience Officer provides information and assistance to students over a range of areas that directly relate to the enhancement of student satisfaction, while strengthening their affinity with the Institute across the student lifecycle through a variety of channels including telephone, email, social media and face-to-face enquiries. These include but are not limited to student support services, alumni activities, organising and carrying out a number of student events throughout the year, educational and career related events/services, student recreational activities, accommodation and airport pick up services to international students, overseas health cover to international students; international student affairs including immigration matters, operational and day to day matters and general administration.

The role works reports to the Manager, Student Administration & Experience or nominee but has autonomy in prioritising and completing tasks. This involves working professionally and co-operatively in a team environment and is ideal for someone who can combine exceptional communication skills and manage a high volume of enquiries whilst maintaining the highest standards of service.

This is a position may require working outside normal hours

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 main area of responsibility for this position is to meet the MIT Melbourne Student Administration and Experience needs with the overall objective of continuous improvement to our holistic high quality service delivery and our commitment to ongoing, individualised student support. This may also require the development, implementation and delivery of workshops and programs for students and alumni. This responsibility incorporates the areas as set out below.

Area	Outcomes
Service streams (including Orientation, 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
Student Orientation	<ul style="list-style-type: none"> ▪ Responsible for the planning, organising and execution of all MIT (FedUni) student orientation programs (both International and Domestic); ▪ The orientation program is to be agreed upon with the Campus Director and AD-OSAE; ▪ Create Student Orientation Packs for every new student. ▪ Ensure all students receive a Student ID Card and Orientation Pack. ▪ Establish an approved check list containing what information is to be included in the Orientation pack. ▪ Variation to the Orientation program and the orientation packs must be approved by senior management; ▪ Disseminate orientation information (via web site, moodle and email) to students and staff at the relevant time/s throughout the year.

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Student Experience	<ul style="list-style-type: none"> ▪ Carry-out action items approved as part of the institutions Student Experience Plan (SEP). ▪ 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 the Buddy program and GC+ ○ Student experience monitoring and enhancing ▪ 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 ▪ Prepare programs that are inclusive of all student diversities including culture, skills and preparedness for higher education studies.
Student Services Events Calendar and Communications Plan	<ul style="list-style-type: none"> ▪ Create an annual Student Services Events Calendar and Communications Plan, to be published/distributed to staff and students and placed on the website. ▪ Organise and execute student festivals for occasions such as Ramadan, Diwali, Chinese New Year, Dashara, Budha's Birthday, St. Patrick's Day, Christmas, etc. depending on student interests and budget. ▪ Responsible for recreational activities (for both new and continuing students) on and off campus. ▪ Plan, budget, organise, and fully participate in student events (On and Off Campus) such as: student trips to various places of interest. ▪ Maintain student/staff attendance register to events/functions. ▪ Research information for events/functions – including costing and implementation. This will include catering for on campus functions. ▪ Prepare the execution of the Annual Communications Plan through the use of EDM's, the website, Moodle, AMS and Social media.
Sporting Events/Facilities	<ul style="list-style-type: none"> ▪ Develop connections and relationships with recreational companies, outside the MIT campus for the use of both students and staff. ▪ Establish relationships and links with various sporting venues such as – basketball courts, a cricket pitch, football, gym, hockey, netball, rugby, soccer, squash, swimming pool, table tennis volleyball, etc., in order to makes such facilities available to students as appropriate. ▪ Provide readily available sporting information to students via websites and where appropriate make arrangements on

RESPONSIBILITIES	
	behalf of students to visit specific sporting facilities.
Social Clubs	Network with social community clubs (as appropriate) and direct students to such clubs on request by students; a readily accessible list of clubs is recommended.
Overseas Student Health Cover (OSHC)	<ul style="list-style-type: none"> • Oversee all OSHC needs of students; • Liaise with MIT's preferred OSHC provider and ensure all OSHC matters are dealt with promptly and effectively. • Ensure all international students have current OSHC cover in accordance with MIT's policy and legislation. <p>Maintain the OSHC online portal with accurate and current data.</p>
Ongoing learning and self-development	<ul style="list-style-type: none"> • Attendance at relevant training courses and completion of self-development activities
Monitoring progress towards goal achievement and implementing timely corrective action (when required)	<p>Ensure:</p> <ul style="list-style-type: none"> ▪ Timely reporting of progress against plans (eg. Student Experience Plan/Annual Communications Plan) ▪ Revising of plans to take in to account changed circumstances (when required) • Appropriate action is taken in order to achieve goals
Special projects and other duties	Ensure special projects and other tasks assigned (as may be from time to time) are carried out efficiently and effectively.
COMPETENCIES & SKILLS	
<ul style="list-style-type: none"> ▪ Proficiency in working with social media platforms, and experience in graphic design and content creation using software such as Adobe InDesign and Photoshop, to develop engaging and visually appealing materials. ▪ Exceptional interpersonal, communication, and negotiation skills to effectively interact with team members, students, clients and other stakeholders. ▪ Previous customer service experience, demonstrating the ability to handle inquiries, provide solutions, and maintain positive relationships with stakeholders. ▪ Understanding and appreciation of diverse cultural backgrounds to ensure inclusivity and sensitivity in communication and interactions. ▪ Ability to design and implement a comprehensive communications plan, incorporating various channels and strategies to reach target audiences effectively. ▪ Strong ability to work under pressure, managing multiple tasks and deadlines while maintaining attention to detail and delivering high-quality results. 	

QUALIFICATIONS & TECHNICALS SKILLS

- Tertiary qualification in a relevant discipline such as Business, Marketing, Education, Sociology, or a closely related area.
- Proficiency in graphic design/desktop publishing design software such as Adobe InDesign and/or Photoshop.
- Equivalent combination of relevant experience and education/training: In addition to formal education, we also value relevant practical experience. Candidates with a combination of experience and education/training that aligns with the job responsibilities will be considered.

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