

POSITION DESCRIPTION



Position	Team Leader, Enrolments and Progress
Level/Classification	HEW0707
Reports to	Manager, Student Progress
Unit	Student Administration
Directorate	Chief Experience Office
Positions Supervised	4.7 FTE

Position Purpose

The Team Leader, Enrolments and Progress is responsible for the leadership of the Enrolments and Progress Team and has primary responsibility for all enrolment and progression related matters, including the management of course teach outs, discontinuations and academic progression outcomes. The position will be instrumental in redesigning processes, systems and skills to increase scalability, integrity and resilience. Working closely with the Teams in the Student Administration portfolio and the University, it plays a vital role in ensuring that a seamless and positive experience is always provided to students and staff.

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Bididi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.

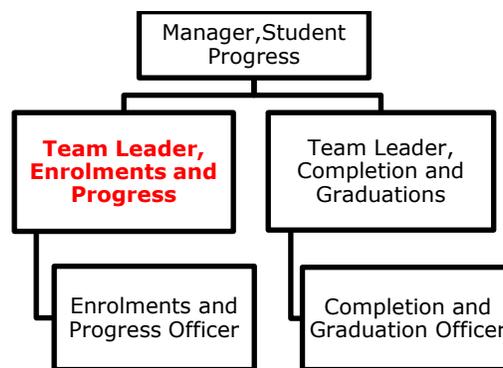
- First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

About the Work Area

The Student Administration portfolio includes Admissions, Fees and Reporting and Student Progress Teams. It is responsible for core student administration functions including admissions, recognition of prior learning, student enrolments, fees, student communications, results and graduations. Through highly efficient and effective processes, outstanding customer service and placing the student at the centre of all our endeavours, the team is responsible for ensuring that a student's administrative journey at Murdoch University is connected, seamless and enjoyable. The team works closely with other areas of the University to ensure that all administrative processes support an excellent student experience and are aligned with the University's strategic goals.

Reporting Relationships



Key Responsibilities/Duties

1. Under the direction of Manager, Student Progress, actively lead the Enrolments and Progress team in provision of all enrolment related activities, to ensure business processes are designed to support the student experience in an efficient and effective way.
2. Coordinate all enrolment activities including class sign up, census date and related activities, including appropriate stakeholder engagement and communication to Academic staff and students.
3. Coordinate academic progression outcomes as well as the resolution of unit validation and course set up errors.
4. Coordinate various enrolment tracking activities for key internal stakeholders as required.
5. Provide policy interpretation and recommendations to academic chairs, unit coordinators, student support areas and other stakeholders across the University, handling enrolments and progression queries as required.
6. Work in collaboration and build effective working relationships with both the Academy and Professional Services to support the delivery of University goals and objectives.
7. Handle escalated and/or complex enrolment and progression issues, as well as student queries and complaints.

8. Support and promote compliance with relevant legislation, including HESA and ESOS, University policies and procedures, including equity and health and safety and exhibit good practice in relation to same, ensuring records are in accordance with University Statutes, Regulations, Rules, Policies, Procedures and Guidelines, and relevant Commonwealth and State government legislation.
9. Advise, coach and support team members and peers; act as a role model and mentor to staff.
10. Develop and maintain a culture of exceptional customer service, following the University objective of placing the student at the centre of everything we do.
11. Participate on committees and working parties related to the College and University as required.
12. Embodiment the University's values within and beyond the University, building equality and diversity and encouraging social responsibility.
13. Carry out and assist with other duties as requested.

Selection Criteria

Essential

1. A tertiary qualification with at least four years subsequent experience, or an equivalent combination of relevant supervisory experience and/or education/training.
2. Proven ability to effectively lead, support and develop staff in a diverse, customer centric team within a tertiary sector institution.
3. Sound understanding of all current regulatory requirements associated with student's enrolments and progression, combined with experience in ensuring compliance with relevant legislation, professional standards and codes of ethics.
4. Demonstrated ability to deliver outstanding customer service with an ongoing commitment to process improvement.
5. Demonstrated high level of organisational, time and workload management skills, including the ability to prioritise workload to meet strict deadlines.
6. Highly effective interpersonal, oral, and written communication skills as well as demonstrated ability to interact constructively and collaboratively with staff at all levels of the organisation.
7. Demonstrated ability to use initiative, assume responsibility for tasks and projects and to resolve problems.
8. Working knowledge of Callista or a similar student management system.

Desirable

1. Previous experience in a University environment.

Work Requirements

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.
2. The occupant of this position will be required to undertake a criminal record check in accordance with the University's Criminal Record Screening Procedure.
3. Ability to work outside normal office hours when required.

General Obligations

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 6 months of commencement.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.