

Position Description – Student Recruitment Assistant

Updated 04/09/2024

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Student Recruitment
Supervisor (Title)	Manager, Prospective Student Team
Classification	Higher Education Officer Level 4
Employment Type	Continuing, full-time

POSITION SUMMARY
<p>Working within the Student Recruitment team, the Student Recruitment Assistant provides support in relation to the implementation of Flinders University programs and STEM initiatives aimed at increasing student recruitment and provides a consistently high level of response across all service channels to domestic prospective students.</p> <p>This position serves as the primary point of contact for current and prospective students, addressing enquiries and directing them to the appropriate resources. An omni-channel approach is in place focussed on providing a personalised experience, increasing outbound opportunities conversion from lead to enrolment.</p> <p>The Office of Student Recruitment focuses on developing and executing comprehensive recruitment, conversion, and re- engagement strategies for foundation studies, undergraduate, and postgraduate programs to meet the university's enrolment goals. The role requires flexibility, including occasional out-of-hours work (evenings and weekends), and may involve limited leave opportunities during peak recruitment periods from December to March and June to July.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> • demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred; • contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; • promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; • perform their responsibilities in a manner which reflects and responds to continuous improvement; and • familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i></p> <p><i>SA: Staff working in a health care setting are <u>strongly recommended</u> to be fully vaccinated against COVID-19 in line with the SA Health policy.</i></p>

KEY POSITION RESPONSIBILITIES

The Student Recruitment Assistant is accountable for:

- Providing administrative support to the Student Recruitment Team enable sound delivery of initiatives including assisting in the development, coordination and programming of STEM activities both on and off campus.
- Contacting, engaging and coordinating Student Ambassadors for events providing functional supervision and training as required.
- Assisting in the organisation of domestic student recruitment and career events such as school visits/presentations, Expos, Careers Fairs and University Open Days.
- Providing a customer-centred response service to all inbound queries from domestic prospective students and current students wishing to transfer courses, received through:
 - Telephone and email
 - Live and social chat channels Face to face
 - Recruitment Events
 - Other service channels as required
- Liaising closely with identified schools/organisations in targeted regions to assist in the delivery of initiatives.
- Assisting in the promotion of initiatives to Flinders University students, staff and external stakeholders.
- Assisting in the review and evaluation of programs, including providing data entry and analysis support.
- Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a Diploma or higher-level qualification or an equivalent combination of relevant experience and/or education/training.
- Effective interpersonal skills and the ability to liaise with a wide range of external organisations, staff and current and prospective students from all backgrounds.
- Effective organisational skills with demonstrated ability to plan and prioritise work and meet deadlines.
- Demonstrated effective written and oral communication skills.
- Proven ability to work effectively as a member of a team and act under the direction of leadership to achieve program/section goals.
- Demonstrated capacity to work independently and manage time effectively.
- Well-developed computing skills (Word, Excel and PowerPoint).
- Effective data entry and analytics skills.