

Position Description – Admissions Officer

Position Details

Position Title:	Admissions Officer
Position Number:	50014041
Portfolio:	Operations
School/Group:	Global Marketing & Student Recruitment
Campus Location:	Based at the City campus, but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 5 Salary Schedule: http://www.rmit.edu.au/browse:ID=ewhltf73t01
Employment Type:	Fixed term
Time Fraction:	1.0

RMIT University

RMIT is a global university of technology, design and enterprise. Our mission is to help shape the world through research, innovation, teaching and engagement, and to create transformative experiences for our students, getting them ready for life and work.

One of Australia's original educational institutions founded in 1887, RMIT University now has 82,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and practical education, applied and innovative research, and engagement with the needs of industry and the cities in which we are located.

With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 129-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates.

We are a 5-Star university under the QS Stars international evaluation system, and are 21st in the world among universities less than 50 years old (2015 QS Top 50 Under 50 index).

RMIT features among the world's top 200 institutions in 13 of the 30 subject areas in the 2015 QS subject rankings. We are among the world's top 100 universities in Art and Design; Architecture and the Built Environment; Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Aeronautical and Manufacturing); Computer Science; and Business and Management Studies.

The University's research was ranked among the best in the world in the 2015 Excellence in Research for Australia evaluation. RMIT was rated "well above world standard" in 13 fields and "above world standard" in a further nine fields.

www.rmit.edu.au

Portfolio/Group

The Global Marketing and Student Recruitment Group's vision is to bring to life RMIT's 2020 strategy by putting the student at the centre of everything we do, creating a differentiated brand proposition, developing integrated deep insights for all our global students, and cultivating a differentiated and relevant service experience for those segments www.rmit.edu.au

Position Summary

The Admissions Officer works with the university systems to provide a responsive service for all RMIT University admissions activities. The Officer ensures a quick turnaround of all admissions related enquires and tasks. The Officer enquires and tasks comply with relevant university policies and that the confidentiality of applicant information is maintained. The Officer provides accurate advice to applicants and staff on all admissions processes and equity issues and strategies, handling complex queries and using initiative to resolve issues. The Admissions Officer will work across the entire Admissions function including domestic and international functions and in doing so, provide support across operations functions where needed.

Reporting Line

Reports to: Coordinator, Credit

Direct Reports: Nil

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge, and the knowledge of their staff, are up to date.

Key Accountabilities

- Deliver an exceptional level of customer service by identifying and meeting internal and external client needs in a timely and effective manner and through building and maintaining strong working relationships
- Draft and administer high quality and accurate written and verbal communications for university operations
- Plan and coordinate projects of defined scope under direction. Contribute to policy development by undertaking required research, analysis and tasks as needed.
- Actively contribute to the team effectiveness, culture and wellbeing by participating in teamwork, continuous improvement and development initiatives
- Create and maintain appropriate work instructions in line with existing policies and practices under supervision
- Display sound decision making and problem-solving skills in relation to admission policies and procedures
- Support the entire Admissions Team including 9international and domestic operations with workload when required

Key Selection Criteria

1. Demonstrated experience and expertise in the provision of high quality administration services, including a sound knowledge of relevant policies and procedures
2. High level of analytical and problem solving skills with a demonstrated ability to investigate and make informed decisions regarding complex issues
3. Excellent organisational and time management skills with proven ability to manage multiple tasks and re-adjust workload priorities to meet schedule conflicts
4. Demonstrated capacity to build and maintain effective and productive relationships and a high willingness to support team members in achieving desired outcomes
5. High level of customer service orientation and a willingness to actively work with internal and external customers in ensuring a positive service experience is achieved
6. Demonstrated ability to contribute to continuous improvement of systems and processes in a service-oriented environment
7. Highly developed interpersonal skills, written and verbal communication skills, including ability to tailor communication styles to diverse audiences.

Qualifications

Endorsed:	Signature: Name: Paula Soon Title: Assistant Director, Operations and Pathways Date: 13/06/2019	Approved:	Signature: Name: Jodie Altan Title: Director, Global Marketing and Student Recruitment Date: 16/06/2019
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