ADMISSIONS ASSISTANT

DEPARTMENT/UNIT   Admissions
FACULTY/DIVISION  Student Recruitment and Admissions
CLASSIFICATION    HEW Level 3
WORK LOCATION     211 Wellington Road, Mulgrave

ORGANISATIONAL CONTEXT
Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The Portfolio of the Chief Operating Officer and Senior Vice-President is responsible for the University’s administrative portfolio, which includes the majority of the University’s internal and infrastructure support services and the link between the University and associated organisations. The portfolio ensures the effective integration of people, buildings and technology drive to support the University’s objectives.

The Student Recruitment and Admissions Division, led by the Associate Vice-President, plays a critical role in delivering student load and revenue objectives for the University as well as other strategic priorities such as student diversity and focused market growth. It is the functional area responsible for Monash University and MCPL’s student attraction and their admission into the University. These critical functions enable the University’s core existence as an education provider as well as ensuring its financial wellbeing and business success through securing quality students and fee revenue in a sustainable way for the University.

The Student Recruitment and Admissions portfolio includes the key functional areas of International Student Recruitment, Domestic Student Recruitment, Recruitment and Conversions Support, Admissions Market Research, Analytics and Planning, New Business and Strategic Partnerships, and Governance.

POSITION PURPOSE
The Admissions Assistant provides administrative support services to Student Recruitment and Admissions, and its staff. The Admissions Assistant is responsible for providing data entry and information support to the Admissions team for the effective admitting of international students and is sometimes the first point of contact for enquiries from prospective students and other stakeholders, and as such plays a key role in conveying the professional image of Monash University.

Reporting Line: The position reports to the Manager, Systems and Business Operations under routine supervision

Supervisory Responsibilities: Not applicable
Financial Delegation: Not applicable
Budget Responsibilities: Not applicable

**KEY RESPONSIBILITIES**

1. Assist with a range of Admissions related administrative services such as ensuring incomplete application forms are identified and followed up, complete applications are scanned and uploaded and data entry records are prepared
2. Provide high-levels of customer service in accordance with prescribed practices and protocols
3. Undertake enquiry management, data entry and maintain and update student systems to ensure the timely and accurate input of data and application information into the customer relationship management system
4. Provide basic advice to students, staff, visitors and other stakeholders
5. Provide suggestions about improvement of services and participate in activities to ensure a positive workplace culture
6. Maintain open and effective channels of communication with staff, clients and other stakeholders

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - A certificate in office administration or a similar field; or
   - an equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

2. Sound administration and customer service skills
3. Good organisational skills, including the ability to manage time and meet deadlines
4. Sound attention to detail and accuracy
5. Sound communication skills and ability to liaise positively with colleagues and clients
6. Computer literacy and word-processing skills
7. Ability to work as an effective member of a team as well as independently under routine supervision

**OTHER JOB RELATED INFORMATION**

- A current satisfactory Working With Children Check is required
- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

**LEGAL COMPLIANCE**

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.