SENIOR ADMISSIONS OFFICER – REPORTING

DEPARTMENT/UNIT Faculty Admissions Unit
FACULTY/DIVISION Faculty of Medicine, Nursing and Health Sciences
CLASSIFICATION HEW Level 6
WORK LOCATION Clayton campus

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 Faculty of Medicine, Nursing and Health Sciences, is the largest faculty at Monash University, and offers the most comprehensive suite of professional health training in Victoria. We consistently rank in the top 40 universities worldwide for clinical, pre-clinical and health sciences.

We want to improve the human condition. That is our vision - it has no expiration date. Through academic health centres, other translational models and by educating the healthcare workforce of the future, our staff, students and alumni directly improve quality of life.

Setting the global health care agenda, the Faculty aspires to lead in all areas of research activity and influence local, national and international policy to improve health and social outcomes and health inequalities. We've made a major impact in the world of medical research and become globally recognised for our quality education of over 41,000 doctors, nurses, and allied health professionals.

We are ambitious and aim to maintain our position as a leading international medical research university. We’re recognised for the breadth and depth of our research, for our commitment to translational research, for the quality and scale of our research capability, and as a thriving biotechnology hub. To learn more about the Faculty, please visit monash.edu/medicine.

POSITION PURPOSE
The incumbent to this fixed-term position of Senior Admissions Officer - Reporting will provide customer service and administration support to coursework students and a range of high-level administrative services to support the Faculty’s Admissions strategies for a 12 month period. The position of Senior Admissions Officer Reporting fits within the Faculty Admissions Unit and is responsible for student administration and admissions activities of applicants into Faculty coursework programs from the point of application through to acceptance of offer. This includes supporting the all Admission Unit activities team by planning and undertaking data analysis and development of required reports.
The Senior Admissions Officer operates with excellence in process and judgement to provide sound and timely advice and support to clients, staff and other stakeholders.

**Reporting Line:** The position reports to Manager Faculty Admissions with general direction

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

1. Plan, implement and manage a range of complex administrative tasks including scheduling, providing services, co-ordinating projects, producing reports and allocating resources in accordance with agreed standards and timeframes

2. Deliver high-level and effective service to applicants, including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements

3. Actively participate in, develop and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence

4. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports

5. Provide sound and timely specialist advice and support to other staff, clients and stakeholders in areas of administrative and service responsibility

6. Contribute to and support a range of processes within the Admissions Unit such as policy development, governance, management decision-making, change management, compliance, quality reporting

7. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders to support and facilitate efficient service delivery

## KEY SELECTION CRITERIA

### Education/Qualifications

1. The appointee will have:
   - A degree in a relevant field with subsequent relevant experience; or
   - extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or
   - an equivalent combination of relevant experience and/or education/training

### Knowledge and Skills

2. Excellent administration skills and a demonstrated capacity to develop and implement effective operational processes and systems

3. Excellent organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines

4. A strong commitment to excellence in customer service and a hands-on approach to service provision

5. Demonstrated ability to work as an effective member of a team as well as the ability to exercise high levels of independence, judgement and initiative

6. Strong analytical and problem-solving skills with exceptional attention to detail

7. Highly-developed written and verbal communication skills, including the ability to interact with a diverse range of stakeholders and negotiate positive outcomes to complex issues
8. Sound knowledge in the use of Callista or similar university student database system, and highly developed computer literacy, including experience using business software such as Microsoft Office suite with the demonstrated ability to use and implement IT systems and databases

9. Demonstrated analytical and problem solving skills and the ability to identify and recommend solutions to challenging issues

10. Report writing skills with particular emphasis on student numbers, loads & trends and the ability to report any finding to higher management

11. Sound knowledge and experience in qualification assessment including the use of University and Government qualification assessment selection systems, such as Qualsearch, UERT, and NOOSR

12. Sound understanding of course prerequisites, admissions and credit transfer systems, policies and procedures, as well as desirable knowledge in relevant University and Faculty policies, regulations and procedures

OTHER JOB RELATED INFORMATION

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

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.