POSITION DESCRIPTION

Position Title: Admissions Officer
Organisation Unit: UQ International
Position Number: TBA
Type of Employment: Full-time
Classification: Hew Level 6

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. Over the past 3 years for which audited data are available UQ has attracted the highest (2013) or second highest (2012, 2014) amount of research funding of any Australian university.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

Organisational Environment

UQ’s Global Strategy is embedded in the UQ Strategic Plan across discovery, engagement and learning. Our successful global profile is the result of forging strategic partnerships with people and organisations across industry, government, sponsorship, philanthropy, alumni, higher education and research. In support of the University’s Global Strategy, the major functions of UQ International are:

- Identification and development of strategic international initiatives
- Developing and managing key global engagement priorities
- International marketing and promotion, including student recruitment
- International student admissions

Internal and External Contacts:

The Admission Officer position is one of a team of 18 Admission Officers based in the International Admissions Section within UQ International. All team members report to the Coordinator (Assessments).

Each Admission Officer is required to develop and maintain effective and supportive relationships with the following range of internal and external groups in undertaking the assessment of international student applications:

Internal

- Other sections within UQ International
- Faculties and Research Institutes
- UQ-ICTE

External

- International applicants
- Agents
- IES (the University’s Foundation Program provider)
- QTAC

In addition, each Admission Officer will take a lead role in coordinating communication and liaison with and case managing admission issues for key internal stakeholders.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq
DUTY STATEMENT

Primary Purpose of Position

The Admissions Officer is part of a team of 18 Officers that is responsible for providing a high level of customer service to applicants, agents and Faculties in relation to the assessment and admission of the University’s international applicants into undergraduate, postgraduate, non-award and exchange programs.

Each Admissions Officer is assigned responsibility for coordinating case management of assessment matters for a specific stakeholder (either Faculty/School or UQ International Marketing Officer) in accordance with the IAS Communication Protocol, and will undertake an assessment portfolio assigned by the Coordinator (Assessments). Admissions Officers are required to ensure the Coordinator (Assessments) is fully briefed at all times.

This position may involve work outside of standard business hours during peak periods.

Duties

Duties and responsibilities include, but are not limited to:

Case management of applications for a nominated internal stakeholder as directed by the Coordinator (Assessments). These responsibilities will be rotated periodically and as required and appropriate.

Faculties/Schools

- Develop a thorough knowledge of the nominated Faculty’s/School’s academic entry requirements and delegation statements, in order to provide expert advice to other members of the assessing team in resolving issues or queries that arise;
- Act as the first point of contact between the nominated Faculty/School and IAS in relation to admission issues, including receiving notifications of key changes to delegations and entry requirements from Faculties and ensuring the dissemination of that information more broadly within the assessing team;
- Ensure that the nominated Faculty’s/School’s assessing tools/guides maintained electronically (eg. via Sharepoint) are routinely reviewed for currency and relevance;
- At the direction of the Coordinator (Assessments), coordinate application rounds for quota and other niche programs for the nominated Faculty/School.
- Organise and contribute to de-briefing meetings at the end of each assessment round, in preparation for the next.

Marketing and Recruitment

- Develop a thorough knowledge of the nominated country/region’s educational qualifications in order to provide expert advice to other members of the assessing team and to UQ International Marketing Officers in resolving issues or queries that arise;
- Act as the first point of contact for IAS, IMR and agents in relation to admission issues, including collating information on specific international regions and ensuring the dissemination of that information more broadly within the assessing team;
- Ensure that country specific information maintained electronically (eg via Sharepoint) are routinely reviewed for currency and relevance;
- Liaise with relevant international marketing and business managers to ensure that appropriate information is included in UQ International’s strategic marketing approach;
- Attend briefing sessions and de-briefs, before and after country visits, by the country manager (or equivalent).
Assessment of applications and associated activities

- Assess and process applications from international applicants for admission to the University programs in a timely manner, utilising approved assessment resources and documented procedures.
- Accurately record admission and acceptance related information and data in the University’s electronic systems, to produce system-generated offer letters and other documentation, and to support the data collection and reporting functions of IAS and UQI.
- Provide accurate and timely advice and information to applicants, agents, academic and general staff of the University, and external agencies, about the status of an application, admissions requirements and procedures.
- Research queries thoroughly when they arise and make recommendations to the Coordinator (Assessments) for their resolution.
- Maintain an up-to-date working knowledge of key legislation, policies and procedures relevant to international applicants, and ensure that all advice and information given is compliant with these.
- Conduct orientation and interview sessions for international applicants, participate in training of and meetings with agents, and assist in other marketing and recruitment events/exhibitions as required.

Processes and systems

- Be positively engaged, and actively contribute to, the development of IAS strategic direction, systems, processes and procedures;
- In addition to specific areas of responsibility noted above, assist in the development and maintenance of procedural and assessing documentation, and of training material as required.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- the University’s Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships

The position reports to the Coordinator (Assessments).
SELECTION CRITERIA

Essential

- A degree with subsequent relevant experience; or extensive relevant experience and specialist expertise; or an equivalent combination of relevant experience and/or education/training.
- High level administration skills including ability to monitor work processes, meet deadlines, set priorities.
- Excellent oral and written communication and interpersonal skills including a professional telephone manner and effective liaison skills.
- High level of computer competency, including ability to use databases, Microsoft Office suite of programs, email, and the Internet.
- Demonstrated experience of working effectively in a busy office environment with high work volume.
- Demonstrated experience of effective teamwork and ability to work under minimal direct supervision.
- Ability to interpret complex policies and varied entry requirements.
- High level of accuracy and attention to detail in implementing policy and procedures.
- Demonstrated ability to exercise initiative and make sound judgments.
- Demonstrated ability to interact effectively with people from diverse cultural backgrounds with sensitivity and awareness of cultural differences.
- Demonstrated ability to work collaboratively with colleagues.
- Demonstrated commitment to customer service standards and ability to liaise effectively with a broad range of clientele.

Desirable

- Sound working knowledge of University program requirements and rules.
- Knowledge and understanding of the legislative environment of international education.
- Sound skills in the use of the Peoplesoft/SI-net database.
- Experience in assessing educational qualifications from overseas students for tertiary study.
- Experience in international education at tertiary level.
- High level of presenting skills and proficiency in writing suitable power point slides and other materials for presentations.

The University of Queensland is committed to equity, diversity and inclusion.