Position Description

Title: Admissions Officer
HEW Level: 5

Faculty/Office: Macquarie International

Position Purpose: To provide advice and support to International applicants, agents and students from a designated region in relation to the delivery of efficient, accurate and compliant admission and assessment processes.

ORGANISATIONAL CONTEXT

Macquarie International is responsible for recruiting and admitting international students to the University. The organisational unit is responsible for generating in excess of $300m of revenue from commencing and continuing students.

As the international arm of the University, its activities across the world must protect and enhance the reputation of the University, be student focussed and embody the highest professional and ethical standards.

The Admissions team is focused on the processes, policies, rules and activities relating to admitting international students into Macquarie University programs, from the point at which an application is made by a potential international student through to acceptance of offer.

ORGANISATION CHART
### KEY ACCOUNTABILITIES

- Provide advice and support to prospective International students, representatives (agents) and pathway providers on application and admissions processes.
- Review and assess coursework applications against academic and English entry criteria and identity and compliance requirements.
- Escalate complex student cases with case history to Team Leader as required.
- Communicate assessment outcomes to applicants in accordance with established procedures and including correct fees and charges and terms and conditions.
- Respond to admission follow-ups and undertake required post commencement processes, including withdrawals, deferrals and refund recommendations.
- Complete articulation processes for pathway students within required timelines.
- Complete regular and thorough quality assurance checking across teams and systems.
- Contribute to the development of projects and initiatives aimed at improving international admissions services, systems and processes.
- Maintain knowledge of relevant standards and legislation relating to international students.
- Develop and maintain relationships with internal and external stakeholders.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Admissions Team Leader</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Nil</td>
</tr>
</tbody>
</table>
| Key Direct Clients: | • International applicants and their representatives  
• International compliance and scholarship staff  
• International commencing students |
| Other Key Relationships: | • International Admissions Teams  
• Student Administration staff  
• Institutional Partners  
• International administration and recruitment staff and managers |
| Budget Accountability: | N/A |
| Role-specific Conditions: | N/A |
| Scope and autonomy | Work tasks may require interpretation, decisions and advice within the scope of defined systems, processes, procedures and techniques. |
| Problem solving | Draws on own knowledge and experience to analyse problems and develop and implement solutions. |
## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

<table>
<thead>
<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Planning and Execution:</strong> Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Perseverance:</strong> Persevering despite obstacles to ensure tasks are completed.</td>
</tr>
<tr>
<td><strong>Quality Focus:</strong> Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Flexibility:</strong> Responding effectively to unexpected or changing circumstances.</td>
</tr>
<tr>
<td><strong>Communication:</strong> Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td><strong>Reliability:</strong> Meeting commitments and responsibilities.</td>
</tr>
<tr>
<td><strong>Service Focus:</strong> Making students, staff, alumni and other key contacts and their needs a priority.</td>
<td><strong>Interpersonal Impact:</strong> Making a positive impression on others in a range of interpersonal contexts.</td>
</tr>
<tr>
<td><strong>Relationship Management:</strong> Establishing effective working relationships with others.</td>
<td><strong>Resilience:</strong> Dealing effectively with and recovering quickly from setbacks or pressure.</td>
</tr>
<tr>
<td><strong>Teamwork:</strong> Working in collaboration with others to achieve shared goals.</td>
<td><strong>Accountability:</strong> Assuming responsibility for making decisions and delivering agreed outcomes.</td>
</tr>
<tr>
<td><strong>Perseverance:</strong> Perseverance despite obstacles to ensure tasks are completed.</td>
<td><strong>Integrity:</strong> Maintaining confidentiality, discretion and professionalism.</td>
</tr>
</tbody>
</table>
### REQUIRED KNOWLEDGE

- Qualifications, technical and/or professional skills and information needed from day one for successful performance.
- Degree or equivalent experience in business administration or related discipline.
- Experience in undertaking administrative functions that involve understanding of complex policies and procedures and applying them accurately to individual cases.
- Knowledge and understanding of school and higher education systems of the region being supported and of student admissions in Australian Higher Education.
- Ability to communicate with applicants and agents from diverse cultural backgrounds, including in the key languages of the region being supported.
- Familiarity in using complex corporate systems such as student/financial administration systems.

### ACQUIRED KNOWLEDGE

- Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.
  - Knowledge of Macquarie International’s functions and structure.
  - Knowledge of International Admissions policies, ESOS legislation, systems, processes and procedures.
  - Knowledge of University policies, systems, processes and procedures and how to adapt these at the faculty/office level.
  - Knowledge of what other areas of the University do and how they interact with the faculty/office.

### KEY EXPERIENCES

- Practical experiences and exposure to specific environments or activities related to successful performance.
  - Working with clients, partners, colleagues and stakeholders from diverse cultural backgrounds, including those with English as a second language.
  - Working in administration and customer service.
  - Experience in supporting international student functions such as admissions.