**POSITION DESCRIPTION**

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| **Position Description Classification Approved** | **Date** |
| Human Resources Branch | 23/01/2024 |

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| **POSITION DETAILS** |  |
| **Position Title:** | **International Admissions Officer** |
| **Position Number:** | 00025181 |
| **Classification:** | HEO5 |
| **Faculty/Division:** | Division of External Engagement |
| **School/Branch:** | International Admissions, Student Administration / Future Students Branch |
| **Reports to (position title):** | Team Leader, International Admissions |
| **Delegations:** | N/A |
| **Special Conditions:** | * Reasonable workplace adjustments will be made for people with a disability
* Some travel may be required
* Annual Leave is restricted during our peak processing dates throughout the year
* Participation in key student-centered events throughout the calendar year, such as Admission Interviews, University Graduations, will be required
* Out-of-hours work may be required (some evening and weekend work during peak processing times)
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| **Significant Working Relationships:** | * Staff of other University offices involved in international student affairs
* Faculty staff (academic and professional) involved in international student affairs
* International students (prospective and current)
* Overseas representatives
* South Australian Tertiary Admission Centre (SATAC)
* Department of Immigration and Border Protection
* Pathway Provider Staff
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| **POSITION SUMMARY** |
| The University of Adelaide is a large and successful university in Australia's Group of Eight research intensive universities, distinguished by its international reputation and commitment to innovation and excellence in research and teaching.The Division of External Engagement Division supports the growth and success of the University through the development of partnerships and delivery of engagement programs that enhance reputation, grow revenue, and create positive, lasting change in the communities where the University engages. A hub of connectivity for transformative collaboration, the Division is the custodian of brand, reputation and relationships and champions of the University’s ability and potential to achieve impact and influence across research, education and engagement. The Division comprises Marketing, Advancement, Media & Corporate Relations, Future Students, Global Engagement and Children’s University. The Division oversees strategy and delivery of the University’s key services in domestic and international student recruitment, admissions, global engagement, alumni relations and philanthropy, media and corporate communications and industry and government partnerships and volunteers, among many others. The Future Students Branch expands the University’s footprint locally and internationally. The branch engages with prospective Domestic and International students, and associated stakeholders to support future students access information about their study options from point of enquiry through to enrolment at the University of Adelaide. Recognising that each student’s pathway is unique; the branch brings a student-centred approach to all engagement. The branch is a hub of expertise in understanding the student’s journey, markets, global perspectives and demographic understanding to enrolment and provides market intelligence and insights.The International Admissions Officer will contribute to the admissions function within the designated team in International Admissions. This position is responsible for a broad range of tasks involved in international application processing, such as assessing applications, issuing application outcomes and processing acceptances for prospective international students seeking admission to the University of Adelaide. The position also provides support in response to offshore and onshore recruitment events and periods of high-volume application processing. They work closely with the other International Admissions teams and the International Recruitment staff to ensure the maximum enrolment yield from applications to offers, acceptances and enrolments. |

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| **KEY RESPONSIBILITIES** |
| **Service Focus and Delivery** | * Work cooperatively and collaboratively as a member of the International Admissions team, and contribute to team development initiatives for the purposes of continuous improvement and quality assurance
* Provide appropriate advice and information in a timely manner to prospective students, university representatives, agents, external agencies (i.e. pathway providers, SATAC) and university staff in relation to university programs, and admissions functions, procedures and decisions
* Actively participate and contribute ideas in meetings and team development initiatives
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| **Stakeholder Engagement** | * Liaise with Admissions Operations, Student Success and other teams involved in the assessment and offers.
* Develop and maintain strong relationships with applicants, other university staff, the University’s overseas representatives, and our third party providers relating to admissions and recruitment.
* Undertake admission-related student recruitment activity from time to time as required.
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| **International Application Processing and Compliance** | * Undertake effective and efficient processing of applications for admission to undergraduate and postgraduate international applications from the point of application submission
* Responsible for administrative tasks and case management of applications for admission including; assessment and decision-making on applications, issuing offer letters, responding to enquiries, and processing acceptances, escalating complex applications to their direct line manager.
* Liaise with Admission Operations and Student Success staff in relation to application outcomes, including determining if applicants meet program minimum academic entry requirements and/or eligibility for advanced standing.
* Accurate application of legislation, policy and procedure in relation to the international admissions application processing, including the provision of advice on international qualification equivalencies, issuing of Confirmation of Enrolment (CoE) for student Visa purposes and Genuine Temporary Entrant (GTE) requirements.
* Seek advice/support on any complex or ambiguous admissions matters.
* Develops and maintains contemporary knowledge of all aspects of international admissions, including practical understanding and application of visa and Genuine Temporary Entrant (GTE) requirements, admissions policies.
* Maintain and update information of applicant files and relevant systems
* Assist in the development, review and implementation of standard operating procedures (SOPs), policy, procedures and processes for the admission of international students and the maintenance of student data, ensuring compliance with the provisions of the ESOS Act.
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| Other reasonable duties commensurate with classification level  |

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| **PEOPLE MANAGEMENT RESPONSIBILITIES** |
| * NA
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| **CAPABILITIES AND BEHAVIOURS** |
| Use the [Capability Dictionary](https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf) to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position. |

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| **UNIVERSITY EXPECTATIONS** |
| Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University’s Code of Conduct |

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| **STAFF VALUES AND BEHAVIOUR FRAMEWORK** |
| Our culture is one that welcomes all and embraces diversity consistent with our [Staff Values and Behaviour Framework](https://www.adelaide.edu.au/hr/organisational-development/university-values) and our Values of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valuable asset, so we work to grow and diversify the skills, knowledge and capability of all our staff. |

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| **SELECTION CRITERIA** |
| **Knowledge and Experience:**1. Demonstrated experience and working knowledge of international admissions, including program entry requirements and selection requirements.
2. Developed organisational skills and initiative, including strong attention to detail and the ability to prioritise tasks and to meet deadlines, often with competing demands, in a complex team environment.
3. Demonstrated high level customer service skills with effective communication skills, including the ability to consult effectively with a wide range of culturally diverse stakeholders.
4. Experience in the provision of timely and accurate advice to students and other stakeholders, and the ability to interpret and apply policies, procedures and legislative requirements relating to international student application policies and procedures.
5. Well-developed computing skills, using the Microsoft Office suite of programs and information systems for developing and maintaining electronic records, including sound administrative skills .
6. Ability to work autonomously and as a member of a team and demonstrated commitment to contributing to a positive team environment.

**Desirable:**1. Broad knowledge of university program structure, academic policies and procedures.
2. Experience in working with international students and international communities.
3. Knowledge of a language other than English and/or an understanding of, or experience with other cultures.

**Qualification/s:*** Completion of a degree qualification; or
* An equivalent combination of relevant experience and/or education/training.
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