### Position Description

**College/Division:** Division of Student Administration and Academic Services  
**Faculty/School/Centre:** Student Admissions  
**Department/Unit:** Student Admissions  
**Position Title:** Admissions Officer  
**Classification:** ANUO5 (Administration)  
**Position No:**  
**Responsible to:** Admissions Manager  
**Number of positions that report to this role:** Nil  
**Delegation(s) Assigned:** Nil

#### PURPOSE STATEMENT:
This position is a key part of the Admissions Office team and is responsible for the high quality delivery of undergraduate and graduate coursework, higher degree research and non-award admission services to the ANU. This role will make a significant contribution to the achievement of recruitment targets by supporting a high quality essential admission service.

#### KEY ACCOUNTABILITY AREAS:
**Position Dimension & Relationships:**
The main function of the role is to provide a beginning-to-end admissions process to prospective students from assessment of the initial application through to the student acceptance. The position will be a part of a wider team who are accountable to admission and recruitment targets and a specific accountability of this role will be ensuring that turn-around times are adhered to as well as targets specific to the admissions workflows.

**Role Statement:**
Under general direction from the Admissions Manager, the Admissions Officer’s duties will include:

- Responsibility for providing an efficient and high quality customer service to students to guide potential students through the ANU admission process. This will include face-to-face, telephone and email communications relating to all application cohorts and participation in student recruitment and other events when required. The successful candidate will be expected to meet pre-determined turnaround times and targets and provide inputs to support ongoing reporting.
- Responsibility for administrative tasks relating to the processing of applications for admission including, assessment and decision-making on applications, issuing offer letters, responding to enquiries and processing acceptances.
- Maintain a broad and accurate product knowledge-base and associated application and admission procedures relating to university programs, and maintain up to date knowledge of industry standards of the higher education sector.
- Contribute towards the development of reporting and analysis on sector admissions trends. This will include the dissemination and clear articulation of such information to internal stakeholders.
- Accurate application of legislation, policy and procedures in relation to the admissions process, including provision of advice on recognition of international qualifications and qualification equivalencies and the issuing of Electronic Certificates of Enrolment (eCoEs) for student visa purposes according to legislative requirements.
- Provide input into the identification of process improvements and develop, implement and maintain admissions manuals, processes, procedures and training documentation, as it relates to the position.
- Undertake recruitment and admissions-based activity that may be field-based and may include occasional work out of core business hours or weekends.
- Complying with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
• Other duties as required, consistent with the classification of the position and in line with the principles of multiskilling.

See the classification descriptors for general staff

SELECTION CRITERIA:

1. Qualification and demonstrated experience in an administrative role in a complex environment or an equivalent combination of relevant experience and education/training. Experience in high volume, high accuracy roles would be highly regarded.
2. Sound knowledge of administrative practices, including the ability to interpret and apply policies, procedures and legislative requirements.
3. Demonstrated high level customer service and effective communication skills (both written and oral) with an ability to consult and liaise effectively with a wide range of stakeholders in a culturally diverse environment.
4. Proven organisational skills and attention to detail, with a demonstrated ability to prioritise own workload and to work effectively both independently and as part of a team, meeting competing deadlines and delivering high quality outcomes.
5. Demonstrated experience using a large enterprise system including the ability to generate complex reports and demonstrated skills using the MSOffice suite, in particular Excel.
6. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

Supervisor/Delegate Signature:  Date:

Printed Name:  Uni ID:

References:
General Staff Classification Descriptors
Academic Minimum Standards

Schedule 5 - General staff classification descriptors - Human Resources - ANU

For assistance please contact HR Division Ph. 6125 3346