POSITION DESCRIPTION

Case Review Officer

Position Level | 6
Faculty/Division | DVC-Academic
Position Number | ADMIN
Original document creation | 15/03/2022

Position Summary
The Case Review Officer will take an active role across the Case Review team. They will focus on case managing complex matters relating to fee remission applications, special consideration applications and verification of admission credentials.

This role will utilise their knowledge and expertise to work across all aspects of the student lifecycle and will require the use of applications including SiMS, CRM and/or online assessment tools.

The role of the Senior Case Review Officer reports to the Manager, Exams & Case Review.

Accountabilities
Specific accountabilities for this role include:

- Case management of special consideration applications, fee remission applications and admissions verifications.
- Manage the escalation of stakeholder complaints.
- Monitor, track and report on the status of applications and ensure applications are being processed within the agreed service level agreements.
- Provide guidance and training to the administrators and other relevant staff.
- Make recommendations and implement improvements to process and UNSW policy.
- Maintain a thorough knowledge of and be able to interpret, Government policy and legislation and UNSW policy and procedures, specifically in relation to assessment and fee remission.
• Develop and manage relationships with key stakeholders such as academic and professional staff across the University, so that policies, procedures and processes can be effectively managed and enhanced.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

Skills and Experience

• Relevant experience or an equivalent level of knowledge gained through education, training and/or experience.

• Proven ability in interpreting and applying Government Legislation and UNSW policy and procedures.

• Excellent time management and organisational skills, and the ability to work well under pressure and manage multiple tasks with competing deadlines.

• Proven ability to exercise initiative, think strategically and creatively, and adopt an active approach to problem-solving.

• Experience in case managing complex and sensitive matters.

• Proven experience in effectively managing difficult situations, including the escalation of stakeholder complaints.

• Highly advanced interpersonal, written and oral communication skills, with the ability to liaise at all levels and with people from diverse backgrounds and cultures.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

• Verification of qualifications

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.