# POSITION DESCRIPTION

## Administrator, Case Review Team

<table>
<thead>
<tr>
<th>Position Level</th>
<th>5</th>
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<tbody>
<tr>
<td>Faculty/Division</td>
<td>DVC-Academic</td>
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<tr>
<td>Position Number</td>
<td>ADMIN</td>
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<td>Original document creation</td>
<td>03/03/2022</td>
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</tbody>
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### Position Summary

The Administrator, Case Review Team provides effective day-to-day administrative support within Student Lifecycle to ensure all services are provided efficiently to meet the operating needs of the Registrar & Student Services Unit (RASS) within the Division of the Deputy Vice Chancellor Academic.

Working as part of the Student Lifecycle team, this position is responsible for undertaking a range of high quality, customer focused, core business processes and communications. The Administrator will focus on the central management of special consideration applications and coordination of student records. The role is expected to develop a broad range of knowledge across the administration of the student lifecycle.

The role reports to the Manager, Case Review Team supporting the Head of the Student Lifecycle and has no direct reports.

### Accountabilities

Specific accountabilities for this role include:

- Act as first point of contact and have responsibility for the management and assessment of applications for special consideration.
- Have responsibility for maintaining undergraduate, postgraduate coursework and non-award student academic records.
- Have responsibility for undertaking back to source checks on third party documentation.
- Resolve a diverse range of enquiries from students and academic colleagues relating to the management and assessment of special consideration applications.
• Develop a thorough knowledge of and be able to interpret UNSW policies and procedures and provide advice to staff and students on the policies and procedures.
• Provide high level administrative support to the Case Review team and other nominated teams across Student Lifecycle.
• Develop and maintain detailed filing systems, spreadsheets, databases, websites and other administrative systems.
• Respond to a range of in-person, telephone and email enquiries from internal and external stakeholders, and initiate, action or escalate as necessary.
• Participate in relevant projects and business improvement activities to streamline processes and facilitate administrative efficiency.
• Manage work to ensure a cooperative and effective working environment that contributes to positive internal and external working relationships.
• 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 tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
• Advanced time management, organisational and problem-solving skills, including the ability to meet deadlines.
• Well-developed interpersonal and written and verbal communication skills.
• Demonstrated experience providing effective customer service and support to clients at all levels.
• Highly proficient computer literacy with excellent skills in Microsoft Office applications.
• Ability to make sound judgements and work both independently and as part of a team.
• Proven ability to work in a high volume, process driven, administrative environment with variable workflow patterns.
• Demonstrated experience of interpreting and applying UNSW policy and procedure.
• Demonstrated ability to effectively solve problem/enquiries and work with limited supervision.
• 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.