POSITION DESCRIPTION

Industry Admissions Officer

Position Summary
The Industry Admissions Officer is a key role in the Graduate Research School (GRS) within the portfolio of the PVC Research Training. The role supports the recruitment and admission of HDR candidates engaging in industry PhD programs and additional duties within the Admissions and Scholarships team including the handling of strategic agreements and the uplift of scholarship stipends.

The broader role entails providing advice, support and services to HDR applicants, enrolled candidates, supervisors and the broader UNSW community about industry engaged HDR programs.

The role reports to the HDR Admissions and Scholarships Manager, and has a dotted line to the Senior Program Manager (Industry) supporting the PVC Research Training and the Director, GRS, and has no direct reports.

Accountabilities
Specific accountabilities for this role include:

- Provide high quality, expert advice and support to HDR applicants, candidates, supervisors and key stakeholders on all aspects of the admissions and scholarships process, with a particular focus on industry engagement ensuring that it delivers an enhanced experience for key stakeholders.
• Process routine and complex scholarship payments including advising candidates, processing approvals and payments and implementing reporting requirements for industry funded awards.

• Proactively review data, processes and systems and implement solutions and reporting measures which track internships and admissions to industry engaged programs.

• Develop knowledge and expertise of the UNSW and Government policies and procedures, particularly as it applies to industry focused programs. Apply expertise to routine and complex stakeholder enquiries and cases.

• Evaluate industry admission and scholarship recommendations from Schools and Faculties against University policies, ensuring all relevant requirements have been met, including evaluation of applications against UN and autonomous sanctions, and issue offers of admission and scholarship as appropriate.

• Assess applicants against the University’s Policies and Procedures and manage requests and assessment of waivers of requirements.

• Assist in the implementation of policies, guidelines and procedures and play a leading role in their application to ensure the effective operation of the initiatives in the GRS.

• Develop and maintain procedural documentation, which is high quality, up to date, accurate and accessible to colleagues.

• Build meaningful professional relationships with stakeholders across UNSW including School administrators, Postgraduate Coordinators, Faculty Higher Degree Committees, HDR Supervisors, and Scholarships Ranking Committee for the effective provision advice and guidance on the commencement processes of industry engaged HDR programs.

• Coordinate and manage a broad range of administration practices and reporting systems in the GRS, including managing student records, the Graduate Research Information System, Student System and others.

• Set priorities and monitor workflows within the administrative team as required, providing guidance and training to the administrators and other relevant staff.

• Develop and maintain a clear understanding of decision-making structures within the GRS especially regarding escalation procedures and sensitive and highly complex matters.

• Provide support in the delivery of GRS projects, initiatives and other ad hoc programs.

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

• 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 psychosocial or physical health and safety of yourself or others.

Skills and Experience

• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.

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

• Demonstrated ability to interpret complex policies, procedures and legislation in order to provide clear and accurate advice to diverse stakeholders.
- Highly advanced interpersonal, written and oral communication skills.
- Demonstrated experience providing effective customer service and support to stakeholders at all levels in a complex changing environment.
- Highly proficient computer literacy with excellent skills in Microsoft Office applications, including Microsoft Excel.
- Ability to plan, organise and co-ordinate projects and tasks.
- Demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.
- An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

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.