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POSITION DESCRIPTION

Senior Admissions Officer (Processing)

Faculty/Division	Academic and Student Life
Classification Level	Professional 6
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	Click or tap here to enter text.
Shiftwork status	NOT SHIFTWORKER
Allowances	Click or tap here to enter text.
On call arrangements	Click or tap here to enter text.
Original document creation	15 July 2024

Position Summary

The **Senior Admissions Officer (Processing)** is primarily responsible for providing proactive, practical and efficient support to the Admissions Team and facilitate the Admissions Processing Manager for the team day-to-day workload report and allocation.

The Senior Admissions Officer (Processing) role reports to the Admissions Processing Manager and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide a high level of service to act as a first point of contact and respond to a range of admissions enquiries across a range of channels, utilising provided resources and according to instructions, to provide timely accurate information.
- Use the University's student administration system and other office software to undertake a range of tasks, including collecting and maintaining data, generating reports and routine correspondence.
- Prepare day-to-day Workload reports including but not limited to Confirmation of Enrolment Report and New Direct Application Report for the purpose of pre-scanning.

- Provide leadership to the Admissions Processing assistants (including offshore triage teams) on Confirmation of Enrolment (CoE) letters, enquiry management and non-assessment related tasks, to ensure the Admissions Office meets all service level agreements including turnaround times on CoE processing and admissions enquiry management.
- Process and issue Confirmation of Enrolment letters for international students.
- Support the Admissions Processing Manager with complex cases and projects where required.
- Provide accurate advice, information and interpretation of relevant UNSW policies and procedures to internal and external stakeholders.
- Contribute to the statistical reports and continuous business improvements activities of the Admissions Office.
- Document processes pertaining to admission processes (including Confirmation of Enrolment Letters and use of PRISMS) and develop material to assist in the internal assessor training of Admission Assistants.
- Represent the Admissions Office at relevant events, workshops and meetings
- Develop an understanding of the policies and activities the team manages applications for and provide expertise on a range of admissions related matters.
- 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

- Degree with subsequent relevant experience OR an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- Excellent written and verbal communication skills and the ability to liaise effectively with all levels of internal and external stakeholders.
- Demonstrated capacity to work effectively and co-operatively in a team, preferably within a customer service or higher education environment, to positively and pro-actively achieve team goals and objectives.
- Excellent customer service and interpersonal skills with the ability to liaise with people from diverse backgrounds and culture in a courteous, professional manner.
- Demonstrated ability to work in an organised, accurate manner with excellent attention to detail and experience with large-volume and peak processing periods/workflows.
- Ability to work independently with minimum supervision showing initiative and providing proactive support. Ability to supervise team members and provide guidance and assistance on systems and processes if required.
- Advanced level of computer literacy with excellent skills in Microsoft Office applications and databases (e.g. CRM, student management systems).
- Demonstrated capacity to contribute positively to and accept change in a dynamic working environment.

- 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.

Pre-employment checks required for this position

- Verification of qualifications

Special requirements for this position:

- Work during the Christmas/New Year UNSW Shutdown period, and some key weekend during peak periods, will be required.

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.