



POSITION DESCRIPTION

Manager, Admissions Operations

July 2022

UNIVERSITY of 
TASMANIA

Position Summary

College / Division	Division of Future Students Recruitment & International
School / Section	Future Student Journey
Location	Launceston
Classification	HEO 8
Reports to	Director, Future Student Journey
Direct reports	22

The Opportunity

We are looking for an experienced operations manager to lead all activities associated with admissions from international and domestic markets into the University. The role will manage and coach a team of people to deliver a high-quality service for customers and support our Colleges and Divisions to execute strategy. The successful candidate will demonstrate their effective and efficient service design to achieve productivity gains in a supportive, and customer obsessed workplace culture. They will also have a track record in empowering people and teams to operate collaboratively while achieving agreed targets and service metrics.

The Manager, Admissions Operations is responsible for the operational leadership of the team dedicated to assessing customer/student applications. It is a pivotal leadership role in the Future Student Journey directorate. This position is part of the broader Division of Future Students, which is primarily responsible for the initial stages of the student lifecycle and includes portfolios such as marketing, engagement, applications, recruitment, partnerships, and enrolment. Future Students is a key service provider ensuring the University delivers a sustainable pipeline of student numbers across the three major sectors. Future Students is a fast-paced environment that operates with high agility to deliver outcomes that facilitate our student's future success.

About the University of Tasmania

In 1890, our university was founded with an important purpose: providing our island with the academic excellence to thrive. Today, we continue to make our home a better place. And working together, we do extraordinary things that have global outcomes.

From early on, our role has been to help people flourish and thrive. Isolation and a small population require us to work harder. The stories of our island are told by those needing to solve unique problems in unique ways. Here, success takes a quiet determination and adaptability. In turn, this makes us broader, more rounded, multi-skilled thinkers and creative problem solvers, and it sees our institution generative powerful ideas for and from Tasmania.

Because of our unique setting and challenges we go beyond creating places of learning. We strive to stimulate economic growth, lift literacy, improve health outcomes for Tasmania and nurture our environment as it nurtures us.

We welcome enquiring minds, from near and far, to join us in our pursuit of the extraordinary.

Accountabilities and outcomes

Purpose

The Manager, Admissions Operations is responsible for the operational leadership of the team dedicated to assessing customer/student applications in an environment with strict compliance, legislation and institutional policies. It is a pivotal leadership role in the implementation of the University's student recruitment strategy to admit high-quality students and optimise the application to offer, and enrolment journey.

Key Result Areas

- Actively contribute to the Future Student Journey leadership group and the university strategy to recruit high-quality students and meet the university student load ambition.
- Lead the operational management of key functions and specialists to achieve agreed targets across the assessment process in a collaborative and empowering workplace environment.
- Design business processes across the team to improve efficiency, speed, and outcomes that create outstanding customer experiences.
- Liaise with the Head, Student Admissions to transform the operations to meet an increasing volume of international applications through technology and service innovation to reduce turnaround times of applications.
- Review and manage the implementation and on-going maintenance of relevant policies, procedures and guidelines in relation to admissions procedures, processes and services offered to domestic and international applicants
- Monitor and review policies, procedures and guidelines to ensure the University complies with all relevant legislation relating to applicant lifecycle processes and services offered to domestic and international applicants, including the Higher Education Support Act (HESA), Higher Education Administrative Information for Providers and Higher Education Provider Guidelines, the ESOS Act 2000, National Code 2007, and government and regulatory requirements

Behavioural Expectations

We aim to everyone to have a positive experience at our university, and all staff contribute toward creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.

Success profile

Personal Attributes

- **Structured:** Works methodically to organise and plan tasks, upholds standards and works quickly, able to multitask to produce outcomes.
- **Detail Oriented:** Produces high quality work through attention to detail, checking for errors and following procedures to finish tasks within specified timescales.
- **Investigative:** Readily takes up opportunities to learn and acquire new skills and is able to identify issues and make intuitive judgements.
- **Resilience:** Able to stay calm under pressure and tolerate stress. Adept at calming others and resolving conflict in stressful situations.

Core Capabilities

- **Student Focus:** Able to bring the student experience lens to all work activities, contributing to outcomes that evoke student curiosity, interest and passion for disciplinary knowledge and skills.
- **Continuous Improvement:** Continuously finds ways to improve and simplify processes, systems and practices to deliver improved outcomes for our students, staff and community by utilising practices such as Lean, Agile and Design Thinking.
- **Well Managed Delivery and Performance:** Effectively deploys management systems including planning, operational controls, ongoing performance management and reviews, progress and impact measurement and retrospective operational and outcome reviews.
- **Self-Awareness and Interpersonal Skills:** Recognises and regulates emotions and behaviour in the work context and effectively builds relationships with others to create a collaborative and empowering environment that enables people to achieve and thrive.

Role Specific Skills, Knowledge and Experience

- Postgraduate qualifications and extensive relevant experience, or an equivalent alternate combination of relevant knowledge, training, and/or experience.
- Demonstrated experience in business operations including strategic thinking and tactical execution to achieve targets.
- High level negotiation, liaison, communication and problem-solving skills including the capacity to determine priorities and meet strict deadlines within a high pressure environment; and a proven ability to convey complex information, ideas and concepts clearly and efficiently to a variety of audiences.
- Demonstrated experience managing and controlling staff resources and operational budgets to maximum value.
- Experience in coaching and managing people for growth and optimal performance within a high-pressure, flexible, and responsive work environment.

Desirable:

- Recent experience of managing a team in a fast pace administrative environment,

Other Requirements

To be eligible for this position, you are required to hold Australian or New Zealand Citizenship, permanent residence or a valid visa that enables you to fulfil the requirements of this role.

COVID-19

The University of Tasmania recognises that this is critical for the workforce at the University to protect the safety of our workforce and vulnerable Tasmanians. Applicants for this role must be prepared to provide evidence of Covid-19 vaccination as a condition of employment.



Learn more

Visit our website to read more, watch videos, and discover your future with the University of Tasmania.



utas.edu.au

CRICOS Provider Code 00586B/OOM0610043

The intention of this Position Description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties may be altered in accordance with the changing requirements of the position