MANAGER, ADMISSIONS

SCHOOL/UNIT   Marketing and Future Students

SUB-UNIT   Admission Global Conversion & Information System

CLASSIFICATION   HEW Level 7

WORK LOCATION   Main campus

ORGANISATIONAL CONTEXT

Monash University is a modern, global, research-intensive university, delivering education and research excellence in Australia and across the Indo-Pacific. We are making a positive impact on today's global challenges – whether by mitigating climate change, easing geopolitical insecurity or fostering healthy communities. Monash University is Australia's largest university and a member of the prestigious Group of Eight, a group of Australia's eight leading research universities. We have been consistently ranked among the world's top universities, at 42nd globally in the QS World University Rankings and 54th in the Times Higher Education World University Rankings in 2024, reflecting our strong commitment to academic and research excellence.

Monash University is a global university with four campuses in Australia and a campus in Malaysia and Indonesia. In India, Monash Research Academy is a postgraduate research and PhD training partnership with the Indian Institute of Technology Bombay, whilst Monash-Suzhou is a partnership between Monash University and Southeast University focused on world-class research and training in China. The Monash University Prato Centre meanwhile provides a European base for international research and education. Additionally, Monash has extensive international partnerships and study abroad programs with more than 100+ partner universities around the world.

Established in 1998, Monash University Malaysia is Monash's third-largest campus and one of Malaysia's most respected higher education institutions. More than 9,700 students representing approximately 77 nationalities are currently enrolled at Monash Malaysia, and they enjoy a quality study experience supported by committed staff members. We place a strong emphasis on student experience and strive to produce graduates who can lead and contribute to their local and regional communities. Our graduates can be found in positions of importance all over the world. Since welcoming our first cohort of 417 students, we have graduated more than 27,500 students, including 800 PhDs.

We pride ourselves in educational excellence, offering degrees in arts and social sciences, business, engineering, information technology, medicine, psychology and health sciences, pharmacy, and science across seven schools. New courses in emerging areas, including artificial intelligence, data science, digital business and pharmaceutical science, expand our range of internationally-recognised degrees for a changing world. We invest in constantly upgrading our

facilities to incorporate cutting-edge teaching and learning technology to enhance our students' and staff's experience.

In line with Monash University's strategic plan, Impact 2030, our research focuses on issues of national and global significance. We strive to formulate and implement solutions that could mitigate the effects of climate change, promote geopolitical security in the ASEAN region and improve health and wellbeing to enable communities to thrive. Our [research projects](#) and [researchers](#) are making long-term and sustainable impact across health, economics, policy, technology, the environment and society at large. We also offer a broad range of [world-class infrastructure and services](#) to support the needs of the research community and industry.

Our campus is located in Greater Kuala Lumpur, one of the region's industrial hotspots. We sit in the heart of the rapidly developing economic corridor linking Singapore, Kuala Lumpur, Bangkok and beyond. Our education and research are oriented towards deep engagement with this dynamic socio-economic and industrial landscape.

Monash University Malaysia is committed to delivering quality education and research to address the global challenges of our time, and we have ambitious plans to reach our goals. Join us as we make a positive difference for the betterment of communities worldwide.

For further information, please visit www.monash.edu.my.

The **Marketing and Future Students (MAFS)** team is part of the broader Marketing, Admissions, and Future Students areas. .

The Admissions office is the bridge between the prospective student and their place at the institution, a focal point that blends the recruitment activities and student administration responsibilities of the University. We strive to convert all applications to a positive result for both the student and Monash through swift provision of offer outcomes through a consistent, transparent and equitable admissions process.

POSITION PURPOSE

This position reports to the Senior Manager, Admission Global Conversions and Information System, and requires close collaboration with staff from various units and schools across Monash University Malaysia, as well as the Australia campuses, while liaising with external stakeholders and institutions.

The Admissions Manager leads a team responsible for assessing student applications and managing offer acceptances for Monash University Malaysia. The role oversees team workload, workflow, performance, and service delivery. The incumbent provides guidance and support to ensure the team offers accurate advice, delivers outstanding customer service, and operates efficiently and effectively.

Reporting line: The position reports to the Senior Manager, Admission Global Conversions and Information System

 Supervisory responsibilities: Yes. This position provides close supervision to 9 staff

Financial delegation: Not applicable

Budget responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Establish and monitor the overall admissions processes, ensuring the implementation of admissions requirements aligns with university policies, procedures, and government regulations.
2. Lead, supervise and coach subordinates to ensure strong performance and the achievement of the University's targets and goals.
3. Plan, implement and review critical and complex admissions functions to ensure they are consistently aligned with the University's practices.
4. Undertake a leadership role in admissions audit and quality control, implementing an effective ongoing assessment audit process.
5. Contribute to and support various processes such as policy development, governance, management decision-making, change management, compliance, quality and performance reporting.
6. Lead and coordinate the administrative tasks necessary to ensure the efficient delivery of services provided by Marketing and Future Students.

KEY SELECTION CRITERIA

1. A degree with relevant experience in a large tertiary education institution, along with a strong understanding of the tertiary education environment.
2. Excellent written and verbal communication skills, with the ability to engage a diverse range of stakeholders and negotiate positive outcomes on complex issues.
3. Proven ability to thrive in a high-volume, fast-paced environment, demonstrating strong time management and the capacity to prioritise workload effectively to meet deadlines.
4. Strong analytical and problem-solving skills.
5. Proven ability to work effectively as part of a team, while also demonstrating independence, sound judgment, and initiative.
6. Familiarity with quality assurance principles and their application to administrative processes.

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours during peak periods
- There may be peak periods of work during which taking of leave may be restricted

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Personal Data Protection; Research Conduct; and Staff/Student Relationships.