

Admissions Officer

College/Division	Division of Future Students
School/Section	Admissions Officer Central Credit Student Journey
Location	Hobart
Classification	HEO 5
Reporting line	Team Leader, Student Admissions

Position Summary

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social and cultural future of Tasmania, and from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision is dependent on the people we employ as well as creating a people-centred University that is values-based, relational, diverse, and development-focused.

The University Applicant Services team delivers efficient and innovative admissions and enrolment operations for the University in line with the University's strategic priorities and in close collaboration with the Faculties, Recruitment, the Student Centre, and other functional and service areas in the broader University community. The University Applicant Services team maintains a high level of customer service to applicants and other stakeholders at all times.

The Admissions Officer role is part of the team responsible for efficient admissions, from application receipt to enrolment, of prospective students into pre-degree, bachelor and postgraduate coursework courses at the University. The main focus of the role includes assessment of credit applications against approved entry requirements in accordance with the University admissions policy and procedures, follow up with applicants on outstanding applications, generation and monitoring of offers, acceptances and enrolments against set targets, and the provision of accurate advice and high-level service to applicants, Colleges and other key stakeholders across the institution.

We are an inclusive workplace committed to 'working from the strength that diversity brings' reflected in our Statement of Values. We are dedicated to attracting, retaining and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age and life course bring. Applications are encouraged from all sectors of the community. Tell us how we can make this job work for you.

What You'll Do

- Develop professional collaborative relationships with Colleges/Institutes, Recruitment, administrative areas and other stakeholders to ensure satisfactory outcomes for applicants and the University.
- Ensure the assessment of applications against approved entry requirements in accordance with the University admissions policy and procedures, follow up with applicants on outstanding applications, generation and monitoring of offers, acceptances and enrolments against set targets.
- Prepare detailed reports, correspondence and/or documents on complex and sensitive issues relating to admissions and enrolments for consideration of others in the University.
- Participate as part of a well-rounded high performing team to deliver efficient innovative admissions and enrolment operations for the University and meet the University's admissions and enrolment targets.
- Work with the Team Leader to maintain, establish and implement consistent entry standards and requirements for University courses in line with industry benchmarks. Ensure that the admissions,



selection, and enrolment operations deliver a superior level of service to the applicant which recognise and meet the University's targets and strategic objectives, identify opportunities for process

- Ensure the consistent interpretation, implementation and compliance with relevant legislation, institutional admissions and enrolment policies, procedures and guidelines. Provide advice and/or make recommendations on the basis of specialist knowledge and interpretation within established policies and procedures as needed. improvements and enhanced customer service.
- Provide administrative and technical support to the Team Leader and Manager where required to ensure the operational efficacy of the University Admissions and Enrolments team.
- Perform allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying such a role within a complex operational environment in a time of significant business transformation and change.

What We're Looking For (success criteria)

- A degree or postgraduate qualification from a recognised higher education institution with relevant work experience, or an equivalent combination of relevant experience, education and/or training.
- Strong interpersonal and communication skills with the demonstrated ability to communicate clearly and efficiently to a variety of audiences in a variety of situations.
- Demonstrated experience in working in a complex administrative environment and experience in the application, interpretation and administration of policies and procedures.
- Demonstrated organisational and problem-solving skills, including the ability to handle competing priorities, meet strict deadlines and work under pressure with a level of attention to detail.
- Demonstrated track record in the delivery of excellent customer service and ability to resolve conflict.
- Ability to work independently or within a team to deliver positive outcomes as well as achieve identified goals and objectives and while ensuring compliance.

Other position requirements

- Experience in delivery of culturally sensitive, equitable and socially responsible practices in a higher education environment.

University of Tasmania

The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social and cultural future of Tasmania. Our [Strategic Direction](#) strongly reflects the University community's voice that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

More information:

<https://www.utas.edu.au/jobs>

<https://www.utas.edu.au/ourvalues>

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 above may be altered in accordance with the changing requirements of the position.

