

Position Description

Admissions Officer

Position Number:
Position Title: Admissions Officer
Date Written: August 2018

Faculty / Division: DVC Academic
School / Unit: Admissions Office, Student Services and Systems
Position Level: Level 5

ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

Values in Action: Our UNSW Behaviours

UNSW recognises the role of employees in driving a high performance culture. The behavioural expectations for UNSW are below.



Values in Action
Our UNSW Behaviours



OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

The Admissions Office is within the portfolio of Student Services and Systems. Student Services and Systems is responsible for the co-ordination of student recruitment and admissions systems, delivers administrative services to support academic progress throughout the student lifecycle, and delivers academic administration services to students and staff.

Over time, the Admissions Office has established a shared service-delivery model for student administration and support services. Central units and Faculties provide important, mutually supporting services. The Admissions Office has the lynchpin role in ensuring a coordinated and controlled approach to managing and delivering student and academic administration services to ensure quality, consistency and equity for all students.

The role of the Admissions Officer is to process and evaluate a range of applications lodged with the Admissions Office, and to provide a high level of customer service, in responding to phone and email enquiries in a timely manner and by offering sound advice and assistance to applicants, University staff, and to UNSW recognised agent and affiliated off-shore offices.

The role of Admissions Officer reports to the Admissions Manager and has no direct reports.

RESPONSIBILITIES

Specific responsibilities for this role include:

- Maintain and apply knowledge of admissions policies and procedures, including that of assessment
- Process written, email, phone or in-person enquiries in a timely manner
- Use the University's student administration system and other office software to undertake a range of tasks, including maintaining data and generating reports and routine correspondence
- Ensure that applications are processed promptly and accurately, including, where appropriate, the issuing of confirmation of enrolment forms for international applicants.
- Prepare and dispatch enrolment information to applicants accepting an offer of admission
- Collate data, on request, for reporting and statistical analysis
- Maintain a general knowledge of legislative policy as it relates to the higher education sector
- Contribute to the development of procedures, policy and system improvements by providing feedback regarding work processes to management
- Contribute to information being developed for use in internal training and/or external publications
- Assess eligibility for admission to UNSW programs, including evaluation of qualifications and English language competence
- Contribute to the continuous improvement of IT support services provided to the Admissions Team and to applicants
- Distribute University publications and other materials in response to enquiries and refer enquirers to relevant information sources (such as web based publications/services, other University units or external agencies or supervisor)
- Ensure that enquiries and applications are dealt with in accordance with agreed timelines
- Set priorities and monitor workflow to co-ordinate own work and, if requested, the work of a small work team to achieve high quality, effective work outcomes and meet critical deadlines as determined by supervisor
- Ensure that applications and enquiries are processed and dealt with according to agreed timelines
- Use verbal, written and presentation skills to provide information to individuals and/or groups
- Deal courteously and appropriately with agents and other stakeholders acting on behalf of applicants, in accordance with agreed protocols and privacy legislation

- Liaise with other staff members and departments within UNSW as well as with relevant external bodies, as appropriate
- Attend (at supervisor's discretion) and provide administrative support to UNSW events for prospective and current students.
- As required, provide office support such as ordering stationery, printing, and filing
- 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 health and safety of yourself or others.

SELECTION CRITERIA

- Associate Diploma with relevant experience OR Certificate level qualification with post-certificate relevant work experience OR an equivalent level of knowledge gained through any other combination of education, training and/or experience
- Superior oral and written communication skills (correspondence, report writing)
- Sound organisational skills
- Ability to apply and interpret policy
- Sound computing skills, in the use of standard office desktop software such as email, word processing and spreadsheets and internet applications
- Prior experience as a user of business systems such as student administration, HR or finance applications
- Good interpersonal skills and the ability to liaise with people from diverse backgrounds and cultures
- Demonstrated ability to work accurately and with attention to detail
- Demonstrated ability to work with limited supervision
- Experience with large-volume work flows
- Demonstrated capacity to work effectively in a team, preferably within a customer service environment
- An understanding of, and sensitivity to, the issues related to international students
- Understanding of, and commitment to, the principles of Equal Employment Opportunity and Affirmative Action and Occupational Health and Safety
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.