POSITION DESCRIPTION

Position Title: Admissions Officer
Reports to: Manager, Admissions and Enrolment
Business Unit: Student Services and Recruitment (SSR)
Location: Kensington and Randwick
Position Type: Full time
Date: April 2015
Reference Number: 162

JOB PURPOSE

The role of the Admissions Officer is to provide outstanding service to all stakeholders and respond to enquiries, process student applications, issue offer letters and visa documentation (COE and CAAW for under 18) for UNSW Global Pty Limited education and training products (with an emphasis on UNSW Foundation Studies and UNSW Institute of Languages) at all campuses in Australia and Overseas.

The position sits in the Admissions team, SSR, which provides all student admissions and administration services pre commencement in UNSW Foundation Studies and UNSW Institute of Languages education programs.

UNSW GLOBAL PTY LIMITED BACKGROUND

UNSW Global is the not-for-profit international education, training and consulting company of the University of New South Wales (UNSW). Established in 1999, the company is a wholly-owned subsidiary of UNSW.

UNSW Global has three core businesses:

- education
- assessment, and
- consultancy services.

These activities are managed through three business units:
• The Education Group comprised of UNSW Foundation Studies, UNSW Institute of Languages and Student Services and Recruitment

• Unisearch, Expert Opinion Services

• Educational Assessment Australia

The units are supported by a Corporate Services unit which delivers financial management, marketing, governance, human resources and business development services to the various UNSW Global business units under a shared services model. Corporate Services provides support to the UNSW Global Board.

REPORTING RELATIONSHIPS
The position reports to the Manager, Admissions and Enrolment

The position has no direct reports.

The Admissions Officer will foster and maintain close working relationships with all levels of staff to ensure he/she has an understanding of, and the ability to respond to existing and emerging needs of the company.

CONSTRAINTS / AUTHORITY LEVELS
The Admissions Officer will work within the broad framework of the Student Services and Recruitment group and the policies of UNSW Global and the University of New South Wales, as well as within the legislative requirements.

The position:

• Admits students to UNSW Global programs according to established criteria
• Issues provisional offers for UNSW undergraduate programs
• Issues DIBP visa documentation (eCOE) for international students and if required CAAW letter for under 18 international students.
• Manages student enrolment variations such as withdrawal and deferment and change of stream of studies (pre commencement)

The position holds no financial delegation.

KEY TASKS

• Respond to enquiries about UNSW Global educational programs with an emphasis on UNSW Foundation Studies and UNSW Institute of Languages; and provide accurate information and appropriate referral as agreed.
• Assess applications for admissions to UNSW Global educational programs with an emphasis on UNSW Foundation Studies and UNSW Institute of Languages according to the established criteria and requirements.
• Process applications, create and maintain accurate student records in the UNSW Global database, issue offer letters, receipt payments and issue any supporting documents required to allow student to commence the course with a benchmark for completion within two working days of receipt of documentation.

• Process student enrolment variations including but not limited to withdrawal, deferment and change of stream of studies or intake (pre-commencement)

• Provide administrative support to UNSW overseas offices and external campuses to ensure our obligations to their students are met.

• Undertake tasks as directed by the Senior Admissions Officer to assist with registration of new intakes and handle course administration pre commencement.

• Undertake other duties, relevant to position, as required by the Senior Admissions Officer and senior management.

RESPONSIBILITIES

Team Work

• Communicate effectively and co-operate in a team environment.

• Work cooperatively with other members of the SSR teams.

Student Admissions and Enrolment

• Admit students to UNSW Global programs according to the established criteria and requirements;

• Refer to the Senior Admissions Officer more complex matters that require more detailed assessment and evaluation.

• Accurate assessment of applications to UNSW Global educational programs according to the established criteria and requirements

• Accurately enter student data and financial information in relevant databases, including Australian government PRISMS (visa documentation) data system

• Issue provisional offers for UNSW undergraduate programs;

• Issue DIBP visa documentation (eCOE) for international students and CAAW letter for under 18 International students

• Process student enrolment variations such as withdrawal, deferment and change of stream of studies or intake (pre commencement)

Compliance

• Report students course variations and defaults in PRISMS due to withdrawal, deferment and non commencement
• Ensure adherence to the National Code of Practice for Providers of Education and Training to Overseas Students 2007, ESOS Act 2000 and other relevant Australian and international regulations.

• Ensure adherence to UNSW Global’s policies and practises and UNSW Global Admissions and Enrolment processes and procedures.

• Issue student visa documentation for UNSW Global, UNSW undergraduate programs according to DIBP policy and the UNSW Pathway Package according to the established criteria.

**Customer Service**

• Provide excellent customer service to internal and external stakeholders.

• Advise Agents and students of outcomes of applications within 2 working days of submission

• Strive to enhance agent relationships by quality service and training

• Ensure documentations issued are accurate and correspondences and communications are carried out in professional manners

**Process Improvement**

• Provide advice on improvements to process that could be made to assist in providing quality service to students and other stakeholders

**Financial**

• Receipting fees paid, data entering and issuing invoices for UNSW Global programs and other activities.

• Preparing credit notes and refund due to withdrawal or overpayment (pre commencement)

• Notifying Finance when refunds have been verified and approved.

**SELECTION CRITERIA**

**Essential**

1. Completion of relevant qualifications with at least 2 years relevant experience in an admissions area dealing with high volume international student enrolments;

2. Demonstrated ability to interpret government legislation within the international education sector and apply to the day to day operations of the position.

3. Proven ability to provide effective analytical and problem solving skills with a solution driven attitude.

4. Proven commitment to provide excellent customer service

5. Excellent written and oral communication skills

6. Demonstrated attention to detail in documentation and data entry

7. Demonstrated ability to work effectively both independently and as a member of a team in a front-line customer service role.
Desirable
1. Ability to speak one or more languages other than English.

SALARY RANGE
A remuneration package commensurate with experience and skill level will be negotiated with the successful candidate.

WORK HEALTH AND SAFETY STATEMENT
All staff are expected to comply with all health and safety policies and procedures of the company and take all reasonable care to ensure actions do not impact on the health and safety of staff and visitors to the company.

EQUITY AND DIVERSITY
All staff and students at UNSW Global are entitled to enjoy an environment that is fair and equitable and free from harassment. In order to achieve this, staff have the following responsibilities;
• foster a working environment that is respectful of workplace diversity; and
• cooperate with UNSW Global’s activities relating to compliance with equal opportunity legislation.

CODE OF CONDUCT
UNSW Global is strongly committed to a set of values and behaviour that are key to the enhancement of the working environment for all staff. UNSW Global is committed to
• the highest ethical standards;
• an environment free from discrimination and harassment; and
• respecting and valuing the diverse communities it serves.

UNSW Global seeks to have staff who
• behave honestly and with integrity in the course of their employment;
• act with care and diligence in the performance of their duties;
• treat others with respect and courtesy;
• recognise each others worth;
• work and collaborate together to achieve common goals;
• refrain from any form of harassment or intimidation;
• display open and honest communication; and
• seek continuous learning.