

**POSITION DESCRIPTION – General Staff**  
**For levels 6/7 and above**

Position Title: International Admissions Co-ordinator

Level: 6/7

Faculty/Division: UniAdvice

**Primary purpose of the position:**

The purpose of this position is to manage the operations of international admissions functions within UniAdvice.

This position is responsible for the management and supervision of all admissions staff (marketing and admissions officers, admissions officers and admissions assistants); and management of workflows, allocating tasks and managing caseloads; implementing and quality assuring admissions policy, procedures and procedures, ensuring broader internal and external interests are considered.





You will be responsible for ensuring that the high volume workload of the team is managed accurately and in a timely manner, according to the international recruitment priorities.

**Position Environment:**

UniAdvice is responsible for the recruitment of students for UOW and UOW College to meet the University's international and domestic commencing student targets; and is responsible for the marketing and admissions for future international students to UOW campuses in Australia; and admissions for all offshore campuses (except UOW Dubai).

**Major Accountabilities/Responsibilities:**

	Responsibilities	Outcome	Percentage of Time	Office Use Only
1.	<p><b>STAFF MANAGEMENT</b></p> <p>Management of admissions team including allocating daily tasks, and managing/monitoring enrolment quotas and caseloads of individual staff.</p> <p>Manage resourcing and allocation of casual staff within annual budget.</p> <p>Responsibility for staffing issues, including rosters and leave approvals, training, performance management, recruitment of casual or permanent staff as required and associated administration.</p>	<p>Ensure tasks are distributed according to team and individual workload.</p> <p>Ensure appropriate staffing levels to manage team's work flows</p>	40%	
2.	<p><b>ADMISSIONS INTEGRITY</b></p> <p>Liaise with Faculties and other UOW units (eg ARD, Research Office) regarding course and enrolment procedures, outstanding applications, entry requirements, advanced standing, and other admissions matters.</p> <p>Ensure that UniAdvice policy, procedures and processes are updated to meet regulatory and internal QA requirements, admission requirements and changes to delegations and entry criteria.</p>	<p>Positive relations maintained with other units.</p> <p>Cooperative input into admissions processes secured.</p> <p>Efficient admissions processes including</p>	40%	

	<p>Identify any necessary procedure and/or process update required and adjust relevant policy or procedure.</p> <p>Develop and implement communications and staff access to up-to-date information to ensure accurate decision-making and correspondence (particularly offer letters), and to maximise the quality of information provided in all correspondence.</p>	<p>management of changes</p> <p>Policy and/or procedure requiring adjustment is actioned.</p> <p>Policy integration is assured in respect to external and internal stake holders.</p> <p>Prevent erroneous offer letters.</p> <p>Ensure accurate information provided to students and agents.</p>		
	<p><b>ADMISSIONS EFFICIENCY AND CUSTOMER SERVICE</b></p> <p>Liaise with other UniAdvice staff (including Admissions Advice, on matters impacting admissions assessment and case management</p> <p>Resolve operational issues between units where a cohesive approach is required, in order to achieve procedural objectives.</p> <p>Implement procedures to ensure that all aspects of the admissions process (e.g. assessment, offer letters, eCOEs) are executed in the shortest possible timeframe, meeting the needs and standards set for specific cohorts.</p> <p>Provide high level admissions decisions and case-management for particular cohorts within the team's responsibilities (this involves primarily problematic applications issues referred upward by Admissions staff) Resolve problem cases.</p>	<p>Achieve acceptable turn-around times, in light of international priorities.</p> <p>Effectively case managed referred applications.</p>	15%	
	<p><b>ADMISSIONS SYSTEMS</b></p> <p>Consult with Admissions Operations Manager to request systems changes required where internal or external policies have changed.</p>	<p>Internal systems changes reflect current requirements in terms of University and external policies.</p>	5%	
	<p><b>GENERAL RESPONSIBILITIES</b></p>			
	<p>Undertake admissions assessments as required during peak application periods</p>		As required	
8.	<p>Supervisory roles: Communicate and consult with staff on workplace and staffing matters. Ensure performance planning procedures and requirements are actioned.</p>	<p>To foster direct relationships with staff and enhance engagement with the organisation.</p>	Ongoing	
9.	<p>Observe principles and practices of Equal Employment Opportunity</p>	<p>To ensure fair treatment in the workplace</p>	Ongoing	
10.	<p>Have OH&amp;S responsibilities, accountabilities and authorities as outlined in the <a href="http://staff.uow.edu.au/ohs/commitment/responsibilities/document">http://staff.uow.edu.au/ohs/commitment/responsibilities/document</a></p>	<p>To ensure a safe working environment for self &amp; others.</p>	Ongoing	

## Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

## Reporting Relationships:

Position Reports to:	Assistant Manager, International Marketing and Admissions
The position supervises the following positions:	Marketing & Admissions Officers – up to 8 Admissions Officers – up to 6 Admissions Assistants – up to 2 Casual Admissions Assistants – as required
Other Key Contacts:	Internal – Faculties, WCA, ARD, Research Office, Other UniAdvice units External- prospective students, agents, and sponsors

## Key Relationships:

### Contact/Organisation:

### Purpose & Frequency of contact

Assistant Manager International Marketing and Admissions

HR matters, budget and staffing level proposals, balance between marketing and admissions duties of staff

Admissions Operations Manager

Admissions systems requirements

### **Policy, procedure and process mapping**

Other UOW unit - Faculties, UOW College, ARD, Research Office

Advice on admissions criteria; process of applications; status of applications; course information.

## Key Challenges:

1. Maintaining operational competitiveness compared to other institutions, within the context of a heavily regulated internal and external environment.
2. Maintaining a high level of customer service within a team, ensuring applicants are truly 'case managed'.
3. Interpreting admissions guidelines and applying discretion for marginal cases.
4. Balance the marketing and admissions time demands of the team

## SELECTION CRITERIA - Knowledge & Skills:

### Essential:

- Sound knowledge of the tertiary education system in Australia and experience in international student admissions.
- The ability to effectively supervise and lead a team to obtain target outcomes, and ability to monitor workload of a team and allocate tasks to individual team members.
- Ability to develop admissions guidelines and procedures and implement continuous improvement, while maintaining balance between admissions integrity, competitor admissions criteria and the regulatory environment.
- Thorough understanding of factors that are relevant to prospective international students and ability to provide excellent customer service.

## SELECTION CRITERIA - Education & Experience:

### Essential

- Bachelor degree with subsequent relevant experience; or equivalent combination of extensive relevant experience and/or education/training
- Demonstrated experience in managing workloads in high a volume environment, and in ensuring accuracy.
- Demonstrated experience in managing internal relationships with staff at varied organisational level, and liaising effectively with external clients.
- Demonstrated experience in effectively managing policy and procedural issues.

## Personal Attributes:

- Excellent case-management skills and ability to resolve complex administrative problems.
- Excellent negotiation and interpersonal skills and ability to liaise effectively with units across a large organisation and external clients.
- Excellent time management skills.
- Excellent written and verbal skills.

## Special Job Requirements:

Attendance may be required from time to time at marketing events and/or enrolment and orientation activities. The events and activities may be held outside normal business hours and at alternate campuses or locations.

## Approval:

Approved by Head of Unit: \_\_\_\_\_

Date: \_\_\_\_\_

Approved by Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_