

ASSOCIATE DIRECTOR, ADMISSIONS SERVICES
POSITION DESCRIPTION

Position Title:	Associate Director, Admissions Services	Position Number: 19391	Faculty/Division: Deputy Vice-Chancellor & Vice President (Academic)
Classification:	HEO10	No. Direct Reports 13 & Highest Classified Position: HEO7	School/Branch: Student Recruitment and Admissions
FTE:	Reports to: Director, Student Recruitment & Admissions	Fixed <input type="checkbox"/> Continuing <input checked="" type="checkbox"/>	Discipline/Unit: Student Recruitment and Admissions
Position Summary:	<p>The Student Recruitment and Admissions function is located within the Division of Deputy Vice-Chancellor & Vice President (Academic) and is responsible for ensuring the University is able to recruit and admit high quality students to its programs from a wide range of markets domestically and internationally.</p> <p>Reporting to the Director, Recruitment and Admissions, the Associate Director, Admissions Services is responsible for the University's admissions processes, including the development, promotion and operationalising of efficient, customer-friendly application handling practices. This role will provide strategic and operational support to assist the development of methods to create new business opportunities and support the achievement of student enrolment targets.</p>		
Position Characteristics:	Scope	<p>Operating with a high degree of overall autonomy, the Associate Director, Admissions Services supports the Director, Recruitment & Admissions by leading the team responsible for ensuring the efficient and responsive admission of qualified international and domestic applicants to undergraduate and postgraduate coursework programs.</p> <p>This role will have a strong focus on process and system improvement of admissions practices, with a particular focus on enabling innovative, competitive and efficient strategies and solutions for applicants to University programs.</p>	
	Significant internal/external relationships	<ul style="list-style-type: none"> • Executive Deans and Heads of Schools • Faculty Executive Directors • Enrolments Officer • Student Finance • Ask Adelaide • Faculty Marketing, Recruitment and Engagement • International Agents • Director, Planning and Performance Reporting • Director, Learning and Quality • SATAC 	
	Special conditions	<ul style="list-style-type: none"> • Occasional Interstate and international travel may be required. • Appropriate changes will be made to the role to accommodate applicants with a disability. 	

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	Delegations	Relevant HR and Financial delegations as prescribed to this position.	
<p>Key Responsibilities and Outcomes</p> <p>Describe the key responsibilities and outcomes required for the role in the normal course of work</p>	1	<p>Service Delivery</p>	<ul style="list-style-type: none"> • Initiate and implement a business plan for student-centric admissions management systems and processes. • Identify opportunities to improve the student experience through implementation of fast and effective processes that meet current market demands and customer expectations, while minimising turn around times. • Foster a culture of customer service amongst the Admissions Services team. • Develop an understanding of the external market to inform decision making of potential future applicant needs. • Enable the provision of advice to applicants who have not received their first preference. • Create simplified policies and procedures to support the student admissions process that allow flexible solutions to applicant needs. • Facilitate the publishing of entry requirements and key admissions data, for example in 'Degree Finder', the SATAC Guide. • Provide logistical and other support to Faculty-based decision-making on specific applications.
	2	<p>Leadership and People Management</p>	<ul style="list-style-type: none"> • Provide management of all staffing matters relating to the Admissions Services team, including the allocation of resources to particular objectives and activities. • Implement and manage clear objectives, priorities and standards for all team members, in line with overarching University strategies • Ensure effective people management of direct reports and their teams to enable the delivery of high quality and efficient. • Lead, mentor and coach admissions services staff and promote continuous improvement through professional development and project opportunities. • Exercise timely completion of PDRs and training plans for direct reports and provide regular feedback on performance.
	3	<p>Stakeholder Engagement</p>	<ul style="list-style-type: none"> • Collaborate with South Australian Tertiary Admissions Centre (SATAC) regarding operational matters and opportunities for process improvement of admissions service. • Build and maintain a close working relationship with key stakeholders within the University, such as Executive Deans, Heads of Schools, and Faculty Executive Directors. • Manage relationships with external system providers such as CRICOS, PRISMS,

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			NOOSR and other external management systems and databases used in admissions to which the University subscribes or has access.
	4	Analysis and Reporting	Prepare and analyse regular reporting regarding student applications and admission trends to inform improvements and business decision-making
Criteria	Capabilities and Behaviours	Strategic Thinking and Acting	<ul style="list-style-type: none"> • Creating an engaging vision for own area. Translating the branch strategies and priorities into realisable goals for own area. • Including the perspectives and input from key colleagues and staff to decide priorities. • Communicating clearly the purpose and need for the strategy plus what must change and/or be strengthened in moving toward that vision. • Setting priorities for implementation and co-ordinating the necessary resources to make the plan happen.
		Exemplifying Personal Drive and Integrity	<ul style="list-style-type: none"> • Constantly aspiring to standards of excellence while respecting organisational, legal and public policy guidelines. • Treating people fairly and equitably and being transparent in dealings with them. Holding others to high standards of ethical conduct. • Holding a balanced level of emotional expression when under pressure
		Thinking and Acting as One Team	<ul style="list-style-type: none"> • Considering the branch and University's perspective in analysis, problem solving and decision making. • Promoting and supporting inter-branch collaboration and cross functional projects/initiatives. • Consulting peers and colleagues on key decisions and planning to ensure alignment with branch and division goals. • Sacrificing own resources, time and energy for branch/division requirements. • Influencing those who want to 'do their own thing' to fit with the branch direction and planned priorities.
		Responsiveness in Decision Making	<ul style="list-style-type: none"> • Gathering data and assessing the risk and opportunity. Working with incomplete information to make a swift decision. • Seeking sufficient stakeholder input to make a balanced decision. • Confirming the rationale for a decision and communicating this with conviction, even in the face of conflicting opinion. • Committing decisions made into action through a well thought through implementation plan. Tackling the issues that get in the way of achieving a result.

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		<p>Leading Change to Higher Performance</p>	<ul style="list-style-type: none"> • Understanding what it takes to lead change within own area and the University generally. • Approaching change in a positive way by seeking out opportunities and responding to ambiguity in a constructive manner. • Supporting people's transition while maintaining resolve and personal energy to see through the change. • Ensuring the change benefits are realised by defining clear performance expectations, based on critical success factors, and not tolerating under performance. • Supporting branch leader's ability to make changes happen without their leader present.
	<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Demonstrated commitment to service delivery and the ability to drive student recruitment and admissions toward achieving University objectives and customer needs. • Proven ability to lead change and inspire teams through creating an exciting vision and to delivering on prescribed outcomes. • Demonstrated experience in managing direct and indirect relationships and with multiple stakeholders in order to achieve business outcomes. • Proven ability to utilise analytics and reporting to inform business direction, strategy and decision making. • Demonstrated high level conceptual, analytical and decision making skills. • Demonstrated ability to engage and motivate teams in a collaborative manner. • Demonstrated leadership ability in complex organisation. • Proven ability to create an environment that fosters learning, teaching, growth, risk taking, innovation and fun. 	
	<p>Qualifications</p>	<ul style="list-style-type: none"> • Postgraduate qualifications and extensive relevant experience, or proven expertise in the management of significant human and material resources. 	
<p>Occupational Health, Safety and Welfare Requirements</p>		<p>All Supervising staff are required to implement and maintain the University's OH&S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions.</p>	
<p>University Expectations</p>		<p>All staff are expected to:</p> <ul style="list-style-type: none"> ▪ Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors; ▪ Participate in the Planning, Development and Review which includes a regular review of their performance against 	

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	<p>the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions;</p> <ul style="list-style-type: none"> ▪ Perform their responsibilities in a manner which reflects and responds to continuous improvement; and ▪ Read, understand and comply with all University policies and procedures. 	
<p>Approvals: Head of School / Branch Manager</p>	<p>Head of School / Branch Manager Name: Signature: Date:</p>	<p>Director Human Resources Name: Signature: Date:</p>
<p>Acknowledgement of Incumbent</p>	<p>I have read and understood the requirements of the position Name: <i>(please print)</i> Signature: Date:</p>	