



Position Title:	Admissions and Enrolment Officer		
Reports To:	Team Leader, Admissions and Enrolment		
Business Unit:	UNSW Global Education	Ref Number: (HR use)	382
Location:	Kensington and Rosebery		
Employment:	Full-time, Fixed term for 7 months (August 2017- March 2018)		
WWC Check:	Required	Sales Position	No
Approved By	Manager, Admissions & Enrolment	Approval Date	June 2017

1. ORGANISATIONAL CONTEXT

UNSW Global is the not-for-profit international education, training and consulting company of UNSW Australia. Established in 1999, the company is a wholly-owned enterprise of UNSW. The company operates in educational areas ancillary to the core business (research and degrees) of the University. It supports the international initiatives and activities of the University and seeks to leverage and enhance the UNSW brand in all its activities, well beyond the University's national and regional boundaries and borders.

UNSW Global has two core areas of expertise:

- educational measurement and assessment
- education and training

These activities are currently managed through the following Business Units:

- Assessment (Educational Assessment Australia (EAA))
- Education (including UNSW Foundation Studies & UNSW Institute of Languages (UNSWIL))

The Business Units are supported and partnered with by a number of functions including business transformation, finance, human resources, legal & compliance and sales & marketing. These functions partners with the business units to ensure business objectives are met in an efficient manner. The company also has subsidiary organisations in Singapore and Hong Kong.

2. POSITION SUMMARY

The purpose of this position is to be responsible for managing all aspects of the Admissions and Enrolment process in liaison with students and education representatives. The position sits within the UNSW Global Education Students Services area, which provides academic, admissions and student welfare support services to UNSW Foundation Studies (UFS), UNSW Institute of Languages (UNSWIL), Modern Languages Testing and Training (MLTT) education programs.



3. RESPONSIBILITY PROFILE

A. Common Responsibilities:

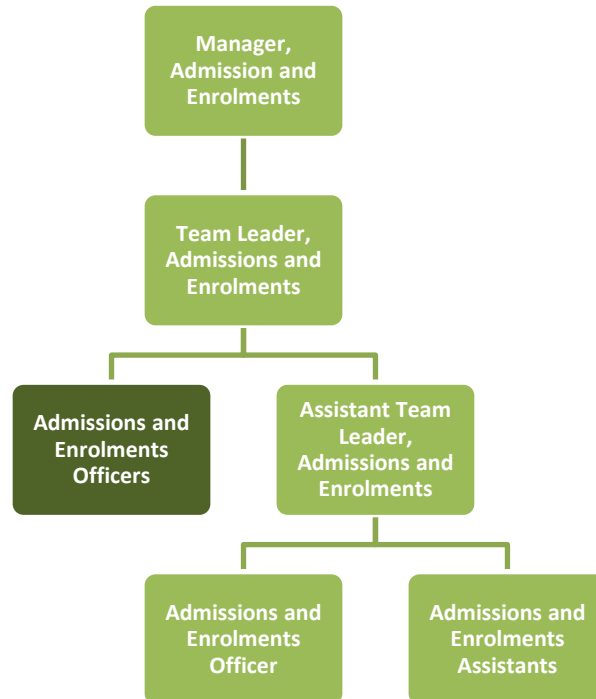
1. Comply with and promote agreed WHS practices, privacy provisions, agreed codes, policies and procedures, and conduct work in a respectful, safe and efficient manner
2. Participate in and promote UNSW Global core workplace programs, including, but not limited to, those relating to performance and professional development
3. Work collaboratively within the business group and across the organisation to promote effective communication and information sharing

B. Key Responsibilities (no more than 12 key areas):

1. Respond to enquiries about UNSW Global educational programs and provide accurate information and appropriate referral to ensure students have necessary information
2. Manage student admissions process to UNSW Global programs according to the established criteria, ensuring the appropriate documents are provided within the agreed turnaround time frame
3. Process student enrolment variations in accordance to the established UNSW Global enrolment procedures to ensure compliance with the Government legislations
4. Conduct administrative data audit between UNSW Global databases and report and rectify issues to ensure that UNSW Global is compliant with relevant legislative frameworks governing the provision of services to overseas students.
5. Assist in the implementation of the Education Group market strategies that impacts on the Admissions and Enrolment process
6. Participate in continuous improvement activities and process to ensure that Admissions and Enrolment procedures are up to date
7. Provide administrative support to UNSW overseas offices and external campuses to ensure our obligations to their students are met
8. Maintain and update student files and records in relevant databases to ensure student files are accurate
9. Assist with Enrolment/registration days, Orientations, Graduations and other events such as agent visits and other recruitment/promotional events
10. Provide support to Admissions and Enrolment management to assist in the management of high volume of work, during peak times or as directed
11. Foster and develop positive relationships within the Admissions and Enrolment team, internal stakeholders (other teams within UNSW Global and UNSW) and external stakeholders (education representatives, etc)



4. ORGANISATIONAL STRUCTURE



5. APPOINTMENT PROFILE

A. Selection Criteria

To be considered for this role candidates must be able to demonstrate they have:

Qualifications and Experience

Essential:

- At least 2 years relevant experience in an admissions and area dealing with high volume of student enrolments
- Understanding of the ESOS Legislative Framework and demonstrated ability to interpret government legislation within the international education sector and apply to the day to day operations of the position
- Demonstrated attention to detail with respect to data entry and in adherence with company processes and guidelines
- Proven ability to provide effective analytical and problem solving skills with a solution driven attitude
- Excellent written and oral communication skills
- Proven commitment to provide excellent customer service
- Demonstrated ability to work effectively both independently and as a member of a team in a front-line customer service role



Desirable:

- Demonstrated experience in PRISMS reporting and enrolment matters
- Experience working for a similar provider offering educational pathway programs to international students
- Knowledge of how Equality of Employment Opportunity and Affirmative Action principles apply within a work environment

Competencies

(Those underlying characteristics of the individual which are aligned with UNSWG’s Values and are critical behaviours for superior performance)

- Demonstrated safety awareness through unswerving commitment to defined safety systems and processes
- Respect and recognises that people have different values and opinions which individuals have a right to hold
- Strong customer focus
- Demonstrated commitment to work and is able to press on even in difficult times
- Constructive communication, ability to clearly articulate issues
- Act with integrity in the workplace exuding trust, honesty, and decency

B. Conditions of Employment

Remuneration Basis: *Salary*
Location: *Kensington/Rosebery*

and all conditions outlined in UNSWG’s Policies and Procedures.

POSITION DIMENSIONS

Number of direct reports	<i>Nil</i>
Number of direct and indirect reports	<i>Nil</i>
Financial delegations	<i>Nil</i>
HR Delegations	<i>Nil</i>

6. CERTIFICATION

The details outlined in this Position Description are an accurate representation of the responsibilities, accountabilities and appointment factors of the position.

Manager, Admissions and Enrolment

August 2017