

*+Equity principles underpin all UNE policies and procedures. The University is committed to EEO principles and a smoke-free environment, values cultural diversity, and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.*

## **THE UNIVERSITY OF NEW ENGLAND POSITION STATEMENT**

**SCHOOL/DIRECTORATE:** Student Administration and Services  
**POSITION TITLE:** Admissions Officer  
**POSITION CLASSIFICATION LEVEL:** Higher Education Officer Level 5  
**DATE CLASSIFIED:** 23 October, 2009  
**REPORTS TO:** Co-ordinator Customer Services

### **POSITION DIMENSIONS:**

This is an administrative position in the Student Services Group of the Directorate of Student Administration and Services (DSAS) at the University of New England. The Directorate services over 18,000 students (4,000 Internal and 14,000 external). Approximately 2,000 students reside on-campus in the residential system. This position is responsible for servicing the total student population.

The Directorate meets the administrative needs of students, members of UNE communities and external agencies by providing expertise and management in award structure and academic policy, and facilitating the links, information and infrastructure which enables students to enroll and progress to graduation.

The key areas of responsibility for the Student Services Group include:

- Enquiry management (telephone, front counter, student relationship management system (SRM)) and triage - answer/referral for current and prospective students;
- Customer services for UNE staff (general and academic) and students;
- Information and records management;
- Admissions services;
- Advanced Standing;
- Scholarships and Prizes;
- Enrolment and progression support and services;
- Support for online services as appropriate to the Directorate.

### **POSITION OBJECTIVE:**

The Admissions Officer forms an integral part of the Admissions Team and under general direction will be responsible for the moderately complex and routine operations of the University's admissions processes for domestic undergraduate and postgraduate coursework students.

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*Admissions Officer (HEO 5)  
Student Administration and Services  
P/N: 00093529*

## **DUTIES**

Under general direction, the Admissions Officer will:

1. Interpret UNE policies, provide advice and explain protocols/processes associated with the admission to degree programs to prospective students, taking appropriate actions to resolve non-standard admissions requests (for example, providing appropriate data and other information available from local databases to committees or senior staff).
2. Be responsible for specific external admission body functions or processes, such as the download and forwarding of data and/or other material available on local databases.
3. Ensure that information about and from students, required by the University and other statutory or authorised bodies, is accurately recorded, maintained in corporate systems and provided in a timely and secure manner.
4. Maintain up to date knowledge of legislation, rules and policies necessary to deliver the admissions outcomes relevant to the position.
5. Deliver to colleagues (both Academic and General staff) in a timely manner, information which supports quality admissions processes and improves work practices.
6. Provide detailed advice to Senior Management on operational issues and assist in the development and review of operational policies and procedures.
7. Be responsible for ensuring the University's policies and procedures relating to equal opportunity, risk management, records management, occupational health and safety and quality assurance are applied in relation to the responsibilities of this position.

## **QUALIFICATIONS AND SELECTION CRITERIA**

1. Completion of degree; or completion of a diploma qualification and subsequent relevant work experience; or completion of a Certificate IV and extensive relevant work experience; or an equivalent combination of relevant experience, and/or education/training.
2. Proven ability to interpret and apply complex rules and procedures in a large organisation.
3. Demonstrated excellent oral and written communication skills, including the ability to interact easily and constructively with clients and colleagues.
4. Demonstrated ability to work independently and within a team environment.
5. A demonstrated commitment to excellence in service delivery.
6. Demonstrated high level ability to manage, store and retrieve relevant information when required.
7. Demonstrated ability to maintain strict confidentiality.
8. Awareness of occupational health and safety, risk management, records management, quality assurance and EEO principles as they relate to this position.