Admissions Officer

HEP Level 5

POSITION NUMBER	972890
ORGANISATIONAL UNIT	Student Services and Administration
POSITION REPORTS TO	Manager, Admissions, Pathways and Credits
OVERALL PURPOSE	The overall purpose of the Admissions Officer is to assess and process student enquiries and applications relating to courses, credit, advanced standing, and pathways. Admissions Officer, is also responsible for providing advice, information and guidance on matters relating to admissions, credit (advanced standing) and pathways to applicants.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	**Within the University the position:** ◆ works closely with a network of peers and colleagues from a broad range of departments including Student Administration, Student Services, Future Students and Marketing, VU Sydney, VU International, VU Online, Colleges, Graduate Research and ITS. **Outside the University the position liaises with:** ◆ applicants and their advisers
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

TYPICAL/MAJOR CHALLENGES

Demonstrate the Judgement, Independence & Problem Solving requirements of the role.

- Judgement: the ability to make sound decisions, based on published policies procedures and guidelines, recognising the consequences of decisions taken or actions performed.
- Independence: the ability to work effectively without supervision and use appropriate channels to seek advice and direction as required.
- Problem Solving: the ability to select the appropriate course of action where alternative courses of action are available, seeking advice and guidance from others to support decision making.

LEVEL OF SUPERVISION

Operates under routine supervision/general direction from Coordinator, Business Suppport and Customer Service and may be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- An understanding of role, related University/College policies and procedures and how they interact with other related functions..
- Knowledge and experience of MS Suite including Word, PowerPoint and Excel. Aptitude or ability to work with relevant University systems and databases, including Student One and the Oracle Service Cloud
- Awareness of quality assurance policies and procedures and other relevant legislative requirements

KEY SELECTION CRITERIA

Essential

- Knowledge or Training Equivalent to Completion of a degree without subsequent relevant work experience; or completion of an associate diploma and at least 2 years subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.

- Proficiency in all aspects of word processing, including Microsoft word, excel, and outlook, together with the skill base to quickly gain working knowledge of any University based online system, such as Student One, and the Oracle Service Cloud.

- Advanced excel skills with ability to analyse with direction.

- Well-developed verbal and written communication skills and the ability to deal with complex issues with sensitivity and confidentiality.

- Well-developed interpersonal skills, including the ability to interact effectively with a diverse range of staff and students in a University environment to meet the position objectives.

- Demonstrated ability in the exercise of initiative, judgement and decision making.
- Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

Desirable:

- Understanding of and willingness to comply with quality assurance policies and procedures and other relevant legislative and policy requirements applicable to the University.

- Knowledge of and previous experience in a tertiary education institution.

ORGANISATIONAL UNIT

The Student Services and Administration portfolio has responsibility for domestic and international students, studying vocational or higher education at VU. It supports end-to-end student lifecycle operations and student business system configuration and oversight across VU. This collaborative and integrated service works together with the University's Colleges and other stakeholders to support students across the student life-cycle.

The portfolio includes:

- Enrolments
- Student Fees
- Timetabling
- Systems configuration
- Government reporting
- Student Advising
- Graduations
- Service Performance Monitoring & Planning, Communications

MAJOR TASKS AND ACCOUNTABILITIES

- Support course application processing, assessment, and enquiries (including pathways) and credit (advanced standing) applications utilising Student Management, CRM and credit application portal systems.
- Make day-to-day decisions requiring evaluation of a range of options, providing accurate, up-to-date and comprehensive information or referral to alternative sources of assistance.
- Access and update information within relevant University databases and systems, including credit portal and VTAC systems.
- Prepare datasets from multiple data sources to support operational and conversion activities.
- Responsible for quality and consistency of advice provided to applicants.
- Responsible for completing work within specified timelines.
- Responsible for following University policies and procedures relevant to the role.
- Responsible for identifying issues and contributing to improvements in policies, procedures, and practices in areas relevant to their role.