

Job Description

Admissions Advisor

August 2021

Context

UWA College is The University of Western Australia's own pathway course college.

The college itself is operated and run under contract to the University by INTO University partnerships.

INTO University partnerships is a global provider of pathway programme in partnership with 24 other Universities in both the UK and US.

Reporting line

The role reports to the Admissions Manager.

Job dimensions

The Admissions Advisor has the responsibility of processing student applications from enquiry through to enrolment. Processes can include data entry, assessment of applications, confirmation of students' offers, verification and allocation of payments, booking accommodation and insurance.

Key accountabilities and duties

- Assessment and administration of applications and associated processes for UWA College and Direct Entry.
- Provision of superior levels of customer care and absolute commitment to meeting strict response deadlines.
- Assessment of qualifications against the agreed academic criteria.
- Carefully checking data accuracy across all systems used by admissions, with the aim zero errors.
- Administration of GTE evaluations and setting up interviews as per the documented and agreed process.

- Ensuring students under 18 have approved accommodation and welfare arrangements in place as per the documented and agreed process.
- Administration of CoE's and CAAW as per the documented and agreed processes.
- Issuing various documents as required including Statements of Account and Invoices.
- Ensure all cash entries are correctly posted onto FinancialForce and payments are matched correctly to the invoice.
- Collecting and recording the arrival details for students accurately.

Location

The post is based in Perth. Travel within Australia and abroad may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

All applicants who are offered employment will be subject to a National Police Certificate before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

See next page for person specification...

Person specification

	Essential	Desirable
Legal status	<ul style="list-style-type: none"> Eligibility to work in and travel freely to and from Australia 	
Education/ qualifications	<ul style="list-style-type: none"> Education to Year 12 or equivalent Good IT skills and knowledge of Microsoft Office (Excel, Word, PowerPoint, Outlook) 	<ul style="list-style-type: none"> Undergraduate degree
Experience	<ul style="list-style-type: none"> Previous experience in a similar role Experience of working in a customer focused environment Good understanding of the sector and the regulatory environment (ESOS and National Code) 	<ul style="list-style-type: none"> Experience of the English. Pathway and Higher Education market Understanding of international students' needs, experience of working in student admissions/student services Use of Salesforce or another similar CRM system
Skills	<ul style="list-style-type: none"> Extremely high attention to detail and data accuracy Advanced computer literacy Excellent command of written and spoken English Inherent understanding of the importance of maintaining confidentiality Demonstrate exceptional planning and time management skills with ability to multi-task Excellent communication and interpersonal skills Ability to prioritise, meet deadlines and work under pressure Ability to build and manage relationships with colleagues and customers from a range of linguistics, ethnics and cultural backgrounds Flexibility and willingness to undertake and learn new tasks Approachable, and can be assertive and constructive when required Positive attitudes and behaviours 	<ul style="list-style-type: none"> Excellent level of numeracy



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	<ul style="list-style-type: none">– seeks solutions• Be able to act under instructions with limited supervision• Good team player• Ability to work with clear systems and processes	
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