

Job Description

Admissions Manager

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 Head of Student Services.

Job dimensions

The Admissions Manager and Admissions team has a remit to assess and process applications for UWA College and to deliver the best customer experience from the first enquiry through to enrolment.

The role will be responsible for line management of the Admissions Team, its members, and all duties of the team.

Key accountabilities and duties

- Work with the UWA College Director and the Head of Student Services to ensure the smooth day-to-day running of the Admissions Department.
- Develop effective working relationships with the university, agents, students and other INTO customers.
- Line management of the Admissions Team members including recruitment, training, performance management and appraisals.
- Ensuring the Admissions Team deliver superior levels of customer service and agreed turnaround times, whilst adhering to INTO's and UWA's policy and processes.
- Evaluate applications and make decisions regarding suitability for academic enrolment for Pathway and Direct Entry courses against the agreed academic criteria.

- Responsible for data accuracy across all systems used by admissions, with the aim of zero errors.
- Deliver key input into the UWA College Management Team and UWA meetings as required.
- Responsible to ensure GTE checks and interviews are conducted as per the documented and agreed process, with the aim of no visa rejections.
- Ensure all student under 18 have appropriate accommodation and welfare arrangements in place prior to the issuing of the Confirmation of Enrolment and Confirmation of Appropriate Accommodation and Welfare (CAAW) Form.
- Optimise student conversion rates from potential enquiries through good relationship management with key stakeholders – including students, agents, parents, and sponsors.
- Build effective working relations with INTO colleagues and UWA colleagues including UWA CELT.
- Work with INTO Admissions teams in the UK, US, and Hong Kong to develop and implement processes and best practice.
- Responsible for compliance with relevant regulatory bodies and legislation.
- Help potential customers understand the programs offered by UWA College and UWA.
- Develop and document new processes and procedures in line with technological, legal and compliance developments.
- Develop and provide regular reports on a range of activities monitoring service standards across admissions processes.
- Working closely with the Regional Recruitment Team to support the recruitment of students to meet agreed targets
- Work with the UWA College Director to ensure UWA College delivers an outstanding student experience as measured by the student surveys.

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 role 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"> Educated to Year 12 standard or equivalent. 	<ul style="list-style-type: none"> Undergraduate degree or equivalent.
Experience/skills	<ul style="list-style-type: none"> Experience in a similar role. Experience in academic assessment for Pathway and University Direct Entry. Understanding of international students' needs, experience of working in student admissions/student services. Experience of managing a team. Excellent IT skills and experience with CRM. Experience of working in a customer focused environment. Experience in performance management and training of staff Knowledge of the education systems in other countries. Experience of Australian visa regulations and deep understanding of Australian legislation and regulations including ESOS and National Code. Ability to work on continuous improvements to processes to enhance the customer experience. Extremely high attention to detail and data accuracy. The ability to prioritise, meet deadlines and work under pressure. Excellent command of written and spoken English. Ability to build and manage relationships with colleagues and customers from a range of linguistic, ethnic and cultural backgrounds. Project management skills. Flexibility and willingness to 	<ul style="list-style-type: none"> Demonstrate exceptional levels of customer service and care skills. Relevant additional language skills. Experience Salesforce user Experienced PRISMS user



	<p>undertake and learn new tasks.</p> <ul style="list-style-type: none">• Approachable, and can be assertive and constructive when required.• Positive attitudes and behaviours – seeking solutions.• Ability to provide reports and data to other parts of the organisation as required.	
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