



POSITION DESCRIPTION

Position:	Admissions Officer
Department:	Pathways School (Marketing and Admissions)
Reporting to:	Associate Dean (Marketing and Admissions)
Directly Supervising:	nil
Salary Range:	Band Level 2, FTE \$55,000 – \$60,000 plus 10% Superannuation and Leave Loading 17.5%
Contact:	David Bunyan - dbunyan@trinity.unimelb.edu.au or 9348 7511
Date:	March 2017

POSITION SUMMARY

The Admissions Officer will manage enquiries and applications for prospective students, working closely with other admissions and marketing staff of the Foundation Studies Program. The purpose of this position is to ensure that the process of assessing applications and managing all enquiries relating to student applications is conducted in an efficient, accurate, and courteous manner. The position also undertakes the team's account record keeping for budget purposes. The successful candidate will become a valued member of the admissions and marketing team; a close working group committed to service.

Reporting to the Associate Dean (Marketing & Admissions), the position requires an enthusiastic, well-organised and flexible person with a friendly, professional manner who has the ability to develop a rapport with people from a range of countries and cultural backgrounds.

SELECTION CRITERIA

Essential:

1. A qualification relevant to the role at a level of Certificate or Diploma or significant work experience and vocational training.
2. Demonstrated work experience in a similar role.

3. Proven ability in dealing with people in a respectful, sensitive and proficient manner and understanding the importance of protocol and quality customer service.
4. Strong organisational and time management skills with ability to prioritise competing demands and tasks in order to meet deadlines.
5. High level interpersonal and communication skills (written and oral) within a culturally diverse education community or similar environment.
6. A capacity to project the ethos of the Trinity College Foundation Studies Program and the University of Melbourne, and develop good rapport with overseas students, parents and agents.
7. A capacity for self-motivation, to work effectively as a team member and to contribute to the organisational development of the College.
8. Well-developed keyboard and computer skills, particularly Excel, with proven ability and experience in using and maintaining systems databases.
9. Experience in maintaining confidential records.
10. An understanding of and commitment to compliance of Occupational Health and Safety requirements.

Further Information:

- The successful applicant must secure, or be in the process of securing, a Working with Children approval.
- Applicants will be required to bring originals or certified copies of academic and other qualifications if called for interview.
- Applicants must be Australian Citizens, Permanent Residents or hold a valid work permit or visa. If called for interview evidence of status will be required

KEY RESPONSIBILITIES

1. Assessing international student applications and issuing letters of offer and rejection letters efficiently.
2. Corresponding (online and in person) with potential students, parents and agents in regards to the Foundation Studies program, in particular queries relating to the application process and assessment issues.
3. Follow up of conditional student offers.
4. Maintenance of the student database in regard to student information and creditor information.
5. Account record keeping for the Marketing and Admissions budget, and assisting in the preparation of the annual budget.
6. Issuing and updating of Agent Agreements, maintaining agent network details and being the key point of contact for BPO / AscentOne.
7. Organisation of freight for brochure distribution throughout the year.
8. General office administration as directed by the Associate Dean (Marketing and Admissions).

EXPERTISE, JUDGEMENT AND ACCOUNTABILITY

Knowledge, Experience Breadth, and Interpersonal Skills Required

Knowledge and Experience: Position requires the knowledge and skills to **understand and apply the functions, methods, structures and operation of a work area**. A capability to apply administrative skills and knowledge is required to instruct other staff, document procedures and teach others in operational aspects.

Positions require certificate or diploma, specialist training, or significant work experience and vocational training.

These positions require the capacity to understand specific client needs or technical requirements in order to apply advanced skills to assess risk, measure compliance with policies/standards or modify standard operation procedures.

Supervision/leadership of staff can also be categorized at this level where there is an involvement in priority determination and work scheduling.

Breadth: Position requires performance of a group of integrated tasks within a single activity or activities. This may include gathering information, assessing content, processing applications, work scheduling and resource estimation. It is commonly applied to a range of analytical, diagnostic and problem-solving activities. Typically, there is a common theme to the projects, problems, client groups, processes, casework and how work is delivered.

Interpersonal skills: Position requires the ability to obtain cooperation or assistance in the administration of well-defined activities. The purpose is usually to identify needs and convey factual information.

Job Environment and Reasoning Required

Job Environment: There are a well-defined and limited number of methods, techniques or processes which may be used in completing the work and a requirement to determine its own work program within established priorities.

Reasoning: Positions interpret well-established procedures, precedents and guidelines. Choices are limited to a few options.

Independence, Influence, Impact and Involvement

Impact: This position provides services that are critical to the organisation's attainment of core business objectives. Typically, it includes secretarial, operational, clerical and administrative tasks and duties.

Independence and Influence: Positions have some independence in achieving prescribed goals and setting targets and operational standards. Positions can vary a number of tasks in the work plan process, although there still exists a clear definition of the required outcomes.

Involvement: Positions exercise a degree of discretion and choice in the manner in which a well-understood service is performed. These positions share accountability for delivery of a service by involvement in identifying service standards, timelines, priorities, targets and the most appropriate operational procedure.

OCCUPATIONAL HEALTH AND SAFETY (OHS)

All staff are responsible for safe work procedures and instructions.

Employees must:

- Cooperate with the College in relation to activities and training taken by the College to comply with OHS legislation as well as, Trinity College OHS Policy and Procedures.
- Comply with the OHS guidelines in the Staff Terms and Conditions.
- Adopt work practices that support OHS.
- Take reasonable care for their own health and safety and the health and safety of other people who may be affected by their conduct in the workplace.
- Seek guidance for all new or modified work procedures for work safe practices.
- Ensure that any hazardous conditions, near misses and injuries are reported immediately to the supervisor.
- Participate in meetings, training and other environment, health and safety activities.
- Not wilfully place at risk the health or safety of any person in the work place.
- Not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare.

TRINITY COLLEGE

Trinity College is a vibrant, diverse community inspiring and enabling students of exceptional promise to imagine and achieve a better world. Founded in 1872 as the first college of the University of Melbourne, Trinity College is a unique tertiary institution that provides a diverse range of rigorous academic programs for more than 2000 talented students from across Australia and around the world. These programs include:

- The residential College for undergraduate students of the University of Melbourne.
- The Pathways School, including Trinity College Foundation Studies (TCFS), a unique course which prepares high achieving international students for undergraduate entry to the University of Melbourne and other leading Australian universities; a BA (Extended) pathway for indigenous students in partnership with the University of Melbourne; Young Leaders Summer Schools for domestic and overseas secondary school students, various short courses and conferences.
- Trinity College Theological School (TCTS), which offers degree and other courses for training and forming Anglican clergy and others, on campus, online, and in parishes.

These educational programs are supported by the College Library, Art Collection and Archives, Information Technology, the College Chapel and Chaplaincy, Music – including a world-class Choir – Communications, Human Resources, Property and Facilities, and Finance. The Advancement Office

and Trinity College Foundation undertake friend-raising and fund-raising activities that benefit the College as a whole. The College employs around 300 FTE staff and 100 casual staff.

An Anglican institution, Trinity welcomes people of all faiths and none. The College celebrates, and is enriched by, the diversity of backgrounds of its staff and students.

Trinity College: Excellence, Community, Diversity, Society