

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Officer, Admissions
Position Grade	E1 - Officer
Category	Executive
Campus / Unit	Sarawak Campus – Future Students
Term of Appointment	Full-time Appointment / Fixed-term Appointment
Effective Date	January 2025

Position Purpose

This position is attached to the Future Students unit at the Sarawak Campus. The responsibilities of this position include to:

- Process applications, decisions and acceptance of students which involves entering data, process decisions on straightforward applications for which delegated authority exists, and refer more complex applications to the appropriate staff within Swinburne for decision;
- Ensure that all agreed service levels and quality standards are met in relation to processing of applications, decisions and acceptances; and
- Provide expert assistance in relation to applicants and entry requirements to academics, agents and students.

The position works closely with Academic and Professional staff at Swinburne Sarawak and liaises with colleagues in Melbourne to ensure consistency in corporate style and efficient use of resources.

It is anticipated that Swinburne Sarawak will expand rapidly and that the responsibilities and scope of the position will grow accordingly.

Participation on Committees

The position will be required to participate in relevant committees as and when needed and as directed by the Executive, Admissions; or Assistant Manager, Admissions and Visa; or Director, Future Students; or by any other person as assigned by an authorised personnel.

Supervision Reporting Relationships

<u>This position's supervisor/manager</u>	Executive, Admissions; or any other person as assigned by an authorised personnel
<u>Other positions reporting to this position</u>	None

Location

This position is located at the Swinburne University of Technology Sarawak Campus.

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

Key Responsibility Areas		
1.	ADMISSION	<ul style="list-style-type: none"> • Coordinate the processing of applications from national or international students. This includes, but is not limited to: <ul style="list-style-type: none"> ▪ Ensure that student applications are complete and that all supporting documentation is attached for consideration by the Faculty. ▪ Make offers according to delegated authority or make preliminary assessments on applications for approval. ▪ Ensure that applicant data are entered into student database accurately. ▪ Cross-check letters of offer from other Admissions Officers to ensure that offer details are accurate and follow selection and relevant policy. ▪ Assist in monitoring application turnaround times, to ensure agreed protocols are adhered to. • Follow-up the processing of applications with schools and organise any additional information which may be required for a decision to be made including accurate information on the comparability of education systems in other markets. • Convert the required number of offers to enrolments to meet enrolment targets by implementing post-application and post-offer campaigns – this involves identifying the sub-groups requiring specific information, working with the Student Recruitment Officers to develop targeted communications (include telephone and email), sending the communication, and managing the responses. • Ensure that the acceptance and transition to enrolment process is completed in a timely manner. • Assist to maintain and develop a record of all formal advanced standing arrangements across all Schools, including: <ul style="list-style-type: none"> ▪ Liaison with overseas institutions to obtain relevant materials for Schools to make speedy and accurate assessment of equivalence. ▪ Follow-up credit transfer opportunities according to the Academic Credit Policy – this involves liaising with the sending institution, and with faculty officers and committees, to ensure that relevant curriculum is received and assessed. ▪ Issue offers and process acceptances as required.
2.	MARKETING AND RECRUITMENT	<ul style="list-style-type: none"> • Manage individual applicant's case and offers leading to greater enrolment yield which involves to: <ul style="list-style-type: none"> ▪ Ensure that the maximum number of applicants receive and offer for their first or other preference – or an alternative course – by reviewing the applicant's file and interests and matching these with the most appropriate course; ▪ Identify barriers preventing students from accepting their offer, liaising with schools, Student Recruitment team, agents and students to identify and implement solutions, under the direction of the Executive and according to agreed protocols and standards. • Assist the Student Recruitment team in generating national or international student enrolments for SUTS programs against defined targets by: <ul style="list-style-type: none"> ▪ Research and assess admissions qualifications and systems and make recommendations for admissions strategies in markets of responsibility.

Key Responsibility Areas		
3.	RELATIONSHIP MANAGEMENT	<p>EXTERNAL</p> <ul style="list-style-type: none"> • Liaise and maintain good relations with University agents or representatives regarding progress of applications, payment of fees, University entry requirements and other relevant matters. • Liaise with students, University units, Government bodies and agents on appropriate and relevant matters. • Monitor the advice provided to applicants by the Service Centre and agents to ensure that accurate information is being provided. <p>INTERNAL</p> <ul style="list-style-type: none"> • Maintain good working relations with professional staff and academics at SUTS. • Ensure that all Student Recruitment staff within the team are updated regularly with changes to admissions policies and procedures.
4.	POLICY	<ul style="list-style-type: none"> • Contribute to the refinement of policy and procedural matters in relation to the national or international admissions function of SUTS. • Ensure that all admissions activities are in compliance with relevant SUTS and SI policies and procedures.
5.	REPORTING	<ul style="list-style-type: none"> • Identify potential barriers to achieving admissions targets and take corrective action. • Assist the Executive to produce database reports, including: <ul style="list-style-type: none"> ▪ Regular reports on number of applications processed. ▪ Regular reports to agents on the status of students recruited via their office.
6.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <ul style="list-style-type: none"> • Execute OHS requirements in respective work areas; • Maintain cleanliness, good housekeeping and overall safe work environment; and • Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.
7.	SWINBURNE VALUES AND CULTURE	<ul style="list-style-type: none"> • Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all times.
8.	OTHER DUTIES	Any other duties as required by the Executive, Admissions; or Assistant Manager, Admissions and Visa; or Director, Future Students; or any other person as assigned by an authorised personnel.

SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the key selection criteria.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential/ Highly Desirable/ Preferable
1.	a) A Bachelor's degree in relevant discipline from a recognised institution, or a Bachelor's degree with subsequent relevant experience; or b) A Diploma with a minimum of three (3) years of relevant work experience. Fresh Bachelor degree holders in relevant discipline can be considered.	Essential

Experience / Knowledge / Attributes: Required by the position to successfully perform the positions key responsibilities.		Essential/ Highly Desirable/ Preferable
1.	Good problem-solving skills and ability to handle more than one priority at a time.	Essential
2.	Excellent interpersonal skills and demonstrated ability to work effectively in a consultative, cross-cultural and team environment.	Essential
3.	Strong communication skills, in written and spoken English and Bahasa Melayu.	Essential
4.	Knowledge of Malaysian educational systems and frameworks, and of government policy regulating higher education industry and national or international student admissions.	Highly Desirable
5.	Demonstrated experience in processing international applications, interpreting and administering selection requirements, and processing acceptances.	Highly Desirable
6.	Knowledge in using Microsoft Office applications for reporting purposes.	Highly Desirable
7.	Good command in written and spoken Mandarin.	Preferable
8.	Knowledge of business operating environments: banking systems for student financial arrangements, visa requirements and application or renewal procedures.	Preferable
9.	Knowledge of relevant Malaysian, Australian and overseas legislation impacting student admissions.	Preferable
10.	Proven ability to manage clients, stakeholders and business partners from a wide range of backgrounds and cultural expectations.	Preferable
11.	In-depth knowledge of educational qualifications and systems in the markets of responsibility.	Preferable
12.	Expert knowledge of Swinburne University of Technology courses, entry requirements and selection requirements.	Preferable