Position Description
Manager, Admissions Operations
School/Unit: Admissions Office

Level: 9  Date: January 2015
School/Unit: Admissions  Faculty/Division: DVC(A)
Written by: Andrew Knight

POSITION SUMMARY

The role of Deputy Manager, Admissions Office is responsible for assisting the Assistant Director, Admissions in managing the day-to-day operations of the Admissions Office.

This is a new position and is responsible for implementing strategic and operational initiatives that will enhance the student experience by improving services to prospective students, agents and sponsors to facilitate admission to UNSW.

ORGANISATIONAL ENVIRONMENT

The Admissions Office is within the portfolio of Student Services and Systems. Student Services and Systems is responsible for the co-ordination of student recruitment and admissions systems, delivers administrative services to support academic progress throughout the student lifecycle, and delivers academic administration services to students and staff.

Over time, the Admissions Office has established a shared service-delivery model for student administration and support services. Central units and Faculties provide important, mutually supporting services. The Admissions Office has the lynchpin role in ensuring a coordinated and controlled approach to managing and delivering student and academic administration services to ensure quality, consistency and equity for all students.

The Admissions Office mission is to support and enhance the student administrative experience by:

- Developing and maintaining effective partnerships with the UNSW community and its affiliates
- Supporting students in their academic experience of UNSW
- Providing a professional, responsive and friendly service to staff, students, and all those with whom we interact
- Delivering quality services to our stakeholders, whilst striving for continuous improvement

Statistics (annual)

Admissions staff (FTE) – 29.5
Applications – 50,000+ per annum
Operating budget – $6.9 million (2014)
Reporting Relationships

See attached organisational chart

Supervisor’s title: Assistant Director, Admissions

Other positions reporting to the supervisor:
- Admin Officer – level 6
- Head, UAC Admissions/Communications Team Manager – level 9

Positions reporting to this position:
- Operations Team Manager – level 8
- Logistics Team Manager – level 7
- Business Team Manager – level 8

Other relationships:
- Associate Deans (Education/Academic/International)
- Faculty program administrators
- Graduate Research School
- International Office
- BRIDG
- UNSW Global
- UNSW agents

KEY DUTIES & RESPONSIBILITIES

- Provide operational leadership in relation to all aspects of admissions (direct and UAC applications), including ensuring the Admissions Office meets all service level agreements in regards to turnaround times on application processing and admissions enquiry management.
- In conjunction with the Assistant Director, Admissions, develop and implement continuous business improvement initiatives that enhance the student experience by improving the timeliness and quality of all Admissions Office related activities.
- Set performance criteria for staff and ensure that the required performance is met.
- Motivate and lead staff in the Admissions Office to ensure they work in an effective, consistent and ethical manner at all times.
- Develop and maintain stakeholder relationships and effective communication channels both internally and externally to the University to ensure continuous improvement in admissions services.
- Ensure the consistent implementation of best practice for admissions through benchmarking, business process improvement and customer feedback.
- Manage the Admissions Office in the absence of the Assistant Director, Admissions.
- In conjunction with the Head, UAC Admissions, ensure all UAC related admissions activities (undergraduate and postgraduate domestic, and undergraduate international) are managed in a consistent and ethical manner at all times.
- In conjunction with the Head, UAC Admissions, manage direct applications from undergraduate domestic applicants (Honours, enabling, Nura Gili), specific cohorts like the early admission scheme and other admissions schemes such as ACCESS and SCATS.
- Ensure Hazards and risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.
SELECTION CRITERIA

- A tertiary qualification in a relevant discipline and proven management expertise in managing a large business unit providing a mix of client facing services, or an equivalent combination of these.
- Demonstrated capacity to develop and implement business improvement initiatives to achieve goals.
- High-level capacity to implement change in a complex work environment.
- Demonstrated ability to analyse complex issues, formulate solutions, communicate key findings to stakeholders and exercise sound judgment.
- High level interpersonal, management and negotiation skills including the ability to interact effectively with a wide client base and communicate and negotiate with internal and external clients.
- High-level experience in managing a customer service related team, with a high direct customer service focus.
- Knowledge and understanding of admissions within the higher education sector, specifically within the Group of Eight (Go8) of universities.
- Proven ability to exercise initiative, to think strategically and to adopt and active approach to problem solving.
- Ability and capacity to implement required UNSW health and safety policies and procedures.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.
ADMISSIONS OFFICE ORGANISATIONAL CHART: