POSITION SUMMARY
UNSW Scholarships requires an experienced, professional administration officer to manage a portfolio of scholarships, process a high volume of applications and ensure that the assessment, selection and payment of scholarships and awards is undertaken in accordance with a wide range of scholarship conditions and policies.

The role requires the establishment of close working relations with Faculties, UNSW Foundation, Financial Services, Human Resources, University staff, external funding bodies and the wider community. It also requires an ability to work professionally and co-operatively in busy team environment and the ability to multi-task and display initiative.

The Scholarships Officer is required to contribute to the development of efficient and effective work practices and outcomes, and assist in the development and implementation of IT, business and management systems.

ORGANISATIONAL ENVIRONMENT
Overview of UNSW Scholarships
UNSW Scholarships is responsible for the processing of all undergraduate and postgraduate coursework scholarships (excluding the Co-op Program) for local and international students, and for assisting the University to ensure compliance with relevant financial requirements and legislation. The scholarships administered may be funded from a variety of sources, including internal UNSW funds, University Foundation, external bodies, government and industry.

Statistics
UNSW Scholarships manages over $9 million in scholarships and awards, up to 400 different programs and more than 1600 scholarship holders annually. Each year UNSW receives over 6000 scholarship applications and hundreds of inquiries during peak processing periods.

Reporting Relationships
UNSW Scholarships is part of the division comprising Future Students, Admissions and Scholarships. Supervisor’s title: Manager, UNSW Scholarships. Team Leader: Senior Scholarships Officer.

Other positions reporting to the supervisor (Manager, UNSW Scholarships): Senior Scholarships Officer, Scholarships Officers, Elite Athlete and Sports Scholarship Coordinator, Administration Assistant.
KEY DUTIES & RESPONSIBILITIES

Level 6

- Ensure the timely and accurate processing, tracking and management of a high volume of scholarship protocols, applications, assessment, payments, records and communications.

- Work in an organised, professional, co-operative manner within a dynamic team setting to achieve team priorities and high quality outcomes and provide exceptional service to clients and principal stakeholders in a friendly, efficient and professional manner.

- Support the Manager, UNSW Scholarships in the preparation of reports, statistics, correspondence, publications, training materials, financial records and other data for both internal and external use and in the continuous review, testing and improvement of processes, procedures, services and systems.

- Provide accurate advice, information, interpretation and application of UNSW policies, procedures, relevant legislation, financial and other regulations relating to scholarships and awards, including the establishment of protocols and assessment/ranking of applications.

- Use relevant University and IT systems such as student administration systems and web sites for scholarship applications, advertising, processing, assessment, data entry, payment processing, tracking and reporting.

- Represent UNSW Scholarships in a courteous and professional manner at meetings, public functions, information sessions, recruitment events, interviews and other forums. Attendance and assistance with functions and events outside of normal office hours is expected.
• Liaise with and maintain strong working relationships with other UNSW staff members and departments as well as relevant external bodies and use excellent communication and interpersonal skills to effectively provide information, present ideas and advise outcomes to a wide variety of stakeholders.

• Co-operate with all health and safety policies and procedures of the University and take all reasonable care that actions or omissions do not impact on the health and safety of others in the University

• Any other duties as may be required.

SELECTION CRITERIA

Level 6 – ESSENTIAL CRITERIA

• Degree with two or more years subsequent relevant experience to consolidate the theories and principles learned OR Associate Diploma with at least four years relevant work experience leading to the development of broad knowledge OR an equivalent level of knowledge gained through any other combination of education, training and/or experience.

• Excellent oral and written communication skills in conjunction with excellent organisational, customer service and administration skills.

• Superior computing skills including word processing, email, databases, spreadsheets, internet applications and prior experience in the use of complex business systems such as student administration, HR and/or finance applications.

• Demonstrated capacity to work effectively and co-operatively in a team, preferably within a customer service or higher education environment, to positively and pro-actively achieve team goals and objectives.

• Excellent customer service and interpersonal skills with the ability to liaise with people from diverse backgrounds and culture in a courteous, professional manner.

• Demonstrated ability to work in an organized, accurate manner with excellent attention to detail and experience with large-volume and peak processing periods/workflows.

• Ability to interpret policy and procedures documents, to use initiative when applying policy and guidelines, and to make positive contributions to policy, strategy and business operations.

• Demonstrated ability to work independently with minimum supervision showing initiative and providing proactive support. Ability to supervise team members and provide guidance and assistance on systems and processes if required.

• Demonstrated capacity to multi-task, and contribute positively to and accept change in a dynamic working environment.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

Level 6 – DESIRABLE CRITERIA

• Experience in student administration in higher education or similar environment.

• Experience of maintaining web sites and/or contributing to marketing materials.

• Experience in developing IT systems/databases to support business processes.

• Experience in designing/giving presentations and public speaking.