



Senior Admissions Officer

(2 positions available)

**STUDENT SERVICES AND WELLBEING
ADMINISTRATIVE DIVISION**



About QUT

QUT is a major Australian university with a global outlook and a 'real world' focus. We are one of the nation's fastest growing research universities and our courses are in high demand.

We are an ambitious and collaborative institution that seeks to equip our students and graduates with the skills they will need in an increasingly disrupted and challenged world. We are transforming the student experience we offer our 50,000 students and we place a premium on the international and national accreditation of our various professional degrees.

Our internationally award-winning Science and Engineering Centre is home to The Cube, acknowledged as one of the world's largest digital interactive learning and display spaces. QUT established the world's first Creative Industries Faculty, and we invest heavily in collaborative learning and interdisciplinary research environments, including the \$95M Education Precinct.

Further information about QUT can be obtained from the website at www.qut.edu.au.

Our Vision

QUT's [Blueprint 6](#) is our institutional strategic plan. The Blueprint formalises QUT's ambitions and declares our strong sense of purpose which is to provide transformative education and research relevant to our communities. It provides a framework and strategies to enable QUT to realise our vision to be the university for the real world and identifies the following priorities:

- support aspiration and inclusion
- encourage creativity and entrepreneurship
- embrace digital transformation and technology
- embed principles of health and wellbeing
- support Indigenous Australian engagement, success and empowerment
- enable professional engagement and ethical leadership and,
- focus on the environment and sustainability

Aligned to and supporting our vision are the QUT Values. These Values highlight what makes QUT distinct and successful. Providing a compass for our decisions, actions and behaviours and strengthening our community.

QUT Values

- Ambition
- Curiosity
- Innovation
- Integrity
- Inclusiveness

About the Administrative Division

The Division plays an integral role in assisting the University to achieve its teaching, research and service goals in two important ways: firstly by providing management and support services in relation to students and staff through a range of operations; and secondly through its role as the custodian of the University's legislative obligations and standards, governance and policy.

About Student Services and Wellbeing

The Student Services and Wellbeing portfolio leads the university-wide strategy and coordination of all non-academic matters related to the student experience. The portfolio of Student Services and Wellbeing delivers a range of services across the student life cycle, as well as providing advice and leadership to the university on a broad range of student and staff matters, including social justice and public policy.

Student Services and Wellbeing consists of the following departments: Student Administration, HiQ, Equity, Student Services and Health, Safety & Environment (HSE). The portfolio also has strong links to and works closely with QUT's Oodgeroo Unit and Human Resources.

Student Services and Wellbeing aspires to be a collaborative, distinctive and innovative department that makes a real and positive difference to students, from pre-tertiary to graduation and beyond. The portfolio is focused on delivering services to support the university's commitment to an exceptional student experience, leading to positive outcomes in success, retention and completion. This includes developing a campus culture which is inclusive, safe, and respectful for all students and staff.

The Student Administration department makes a key contribution to the delivery of student

services that span the student lifecycle: admission, enrolment, billing and invoicing, class timetabling and registration, examinations, results, records management, progression and graduation. The team supports international, domestic and research higher degree students, in collaboration with specialist service partners across the university.

The Admissions team is responsible for assessing applications from prospective students for admission to University courses. Team members are required to deliver high quality client service outcomes through applying consistent assessment protocols, ensuring compliance with legislation and policy, communicating outcomes and providing timely advice and guidance to both internal and external stakeholders.

About the Position

Senior Admissions Officers are responsible for providing a high quality, client focussed service to prospective students and their representatives through the provision of advice and guidance and the accurate processing of applications for admissions and advanced standing. This is achieved by applying consistent decision making protocols in an efficient and timely manner.

The position has delegated authority from the University Registrar to issue offers of student admission to award and non-award courses, in accordance with published entry criteria and admission protocols.

The position is expected to work across domestic and international teams as required to deliver business outcomes.

One position will report to the Coordinator, (Domestic Admissions) for supervision, workload management and for Performance Planning and Review (PPR). The second position will report to the Coordinator, International Admissions.

Key responsibilities include:

- Provide accurate, timely and courteous service and advice on the interpretation and implementation of policies, procedures, legislation, student rules, and regulations governing student admissions and advanced standing at QUT.
- Apply consistent decision making to determine eligibility for admission or

advanced standing, ensuring compliance with legislation and policy.

- Utilise the University's student information system and electronic records management systems to accurately record admission and enrolment related data to produce system generated correspondence including offer letters.
- Develop and maintain effective working relationships with relevant Faculty or School staff regarding applications for admission and/or advanced standing from prospective students.
- Develop and maintain effective working relationships with key external stakeholders such as QTAC, or QUT representatives (agents) regarding applications for admission and/or advanced standing.
- Maintain accurate and up-to-date resources and user procedures, and assist in the delivery of training as required.
- Actively identify and implement opportunities for continuous improvement in admissions business processes and systems.
- Contribute to a culture of excellence in customer service by actively supporting team objectives and providing assistance to other team members as required.
- Compliance with health and safety policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- participate in job rotation or multiskilling in consultation with their supervisor;
- work across campuses.

Type of appointment

This appointment will be offered on an ongoing full time basis.

Location

Kelvin Grove campus.

Selection Criteria

1. Education, training and/or relevant experience equivalent to the completion of

- a degree with at least two years subsequent relevant experience.
2. Demonstrated ability to lead and contribute to a culture that is committed to high quality client service and continuous improvement.
 3. Demonstrated organisational skills including the ability to work independently and as a productive member of a team, proactively plan and manage workload within competing priorities to achieve agreed outcomes.
 4. Proven analytical, problem solving and decision making skills including the ability to interpret, apply and provide advice on relevant legislation, policies and procedures.
 5. Demonstrated interpersonal skills including the ability to collaborate, develop strong working relationships and communicate effectively with a diverse client and stakeholder group across a range of mediums.
 6. Demonstrated digital literacy including the ability to use a large corporate computer system to input, access, extract and interpret data, as well as experience in using spreadsheets and other software applications.

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 6 (HEW6) which has an annual remuneration range of \$92,402 to \$100,051 pa. Which is inclusive of an annual salary range of \$78,747 to \$85,266 pa and 17% superannuation.

In July 2020 QUT staff voted in favour of a variation to its Enterprise Agreements. The variations were approved by the Fair Work Commission in August 2020.

The variation impacts leave loading (for new staff no loading will be paid or accrued during the period the variation is in effect), salary increases (the salary increase which was due to occur in the first full pay period of December 2020 has been deferred until the first full pay period of December 2021) and superannuation (superannuation will be paid to staff as though the salary increase which would have been paid in December 2020 has taken effect and, subject to the rules of the superannuation fund, a defined benefit member will continue to make contributions in alignment with the contributions made by the University). A link to the variation is [here](#).

Beyond personal and professional fulfilment, a career at QUT brings a broad range of tangible benefits. With competitive remuneration including superannuation, the University offers real and generous benefits.

QUT is a high quality and flexible organisation that is proud of its excellent employment conditions which include but are not limited to:

- Reduced working year scheme
- Parental leave provisions
- Study support encompassing leave and financial assistance
- Comprehensive professional development
- Salary Packaging

Further benefits can be found at the [Working at QUT](#) page.

Information for applicants

The position is open to current staff members of QUT who have ongoing full-time work rights in Australia. Former QUT staff members who were employed at 23 April 2020 are also eligible to apply for this position. Please indicate your eligibility within the application questions. In support of our strategic priority of Indigenous Australian success, Aboriginal Australians and Torres Strait Islander people who are not QUT staff are also eligible and encouraged to apply.

For further information about the position, please contact June Ho, position title, on (07) 3138 3720; or for further information about working at QUT contact Human Resources on (07) 3138 4104

Candidates who are interested in the position are encouraged to apply even though they may feel they are not strong on individual selection criteria.

In assessing merit, the panel will take into consideration “performance or achievement relative to opportunity”. We recognise that many staff today have a range of personal circumstances, and career histories that challenge traditional ideas of a staff member. This may mean, for example, prioritising the quality of achievement rather than the quantity, as considerations of part-time employment, career interruptions and significant periods of leave are taken into account when assessing performance or achievement.

How to Apply

For further information and to apply, please visit www.qut.edu.au/jobs for reference number **21242**.

When applying for this position we encourage you to provide a current CV/Resume and a written response (maximum of half page per criteria) outlining how you meet the selection criteria providing specific examples and outcomes of your achievements.

Applications close 7 March 2021