

Position Title	Senior Admissions Officer
Group/Portfolio	Deputy Vice Chancellor (Education)
Classification	HEW 6
Position Number	00059840
Reports To	Deputy Manager, Domestic Admissions and Scholarships
Employment Type	Continuing

1.0 Position Purpose

The Senior Admissions Officer plays a pivotal role in fostering strong relationships with academic and administrative staff across the University, as well as with external stakeholders. This position is responsible for the effective coordination and delivery of the University's domestic admissions processes via QTAC, UAC, and direct entry pathways. Additionally, the role oversees the administration and maintenance of admission to the University via articulation and pathway arrangements.

Operating with a high degree of autonomy, the Senior Admissions Officer regularly engages with complex systems to resolve intricate client issues. They are accountable for negotiating and maintaining domestic admission, articulation, and pathway agreements within University-defined timeframes, ensuring these services are efficient, effective, and aligned with institutional policies and strategic objectives.

With a strong focus on enhancing the student experience, the Senior Admissions Officer proactively seeks opportunities to improve, streamline, and automate processes, contributing to continuous service improvement and student satisfaction.

2.0 Eligibility Requirements

- The occupant of this position will hold a relevant tertiary qualification, or an equivalent combination of relevant skills, knowledge and experience.

3.0 Key Responsibilities

- Assess applications for admission and provide advice to potential applicants.
- Provide high level technical and assessment support including the coordination of offer rounds; assisting in the development, implementation and review of admission schemes; monitoring the characteristics of applicant cohorts; tracking of assessment outcomes including offers, deferments and commencing trimester enrolments.
- Review, edit and coordinate admissions publications covering admissions standards, policies, procedures and processes.
- Manage Admissions processes using complex systems with efficiency and accuracy, to ensure reliable, high quality and timely outcomes for client groups.

- Provide policy and procedural advice, training and support to academic and administrative staff in relation to Admissions processes.
- Negotiate with academic and administrative staff to achieve positive student outcomes in the provision of Admissions processes.
- Prioritise key tasks and negotiate with diverse groups to resolve complex admission issues.
- Interrogate and analyse system outputs to optimise resource allocation and improve the quality, efficiency and automation of Admissions processes.
- Assist Senior/Deputy/Systems and Support Managers, Domestic Admissions with retrieval, analysis and dissemination of admissions related data from internal and external sources; technology upgrades; maintenance and configuration of systems; and archival storage of data across multiple platforms.
- Develop a detailed knowledge in the operation and use of complex systems used for Admissions processes and client service management that include eg Relational databases, Customer Relationship Management (CRM) system, PeopleSoft Student System and PowerBI.
- Build effective professional relationships and facilitate effective communication both within Student Engagement and Success and with clients.
- Participate in and contribute towards Student Engagement and Success projects as appropriate.
- Promote and present admissions information and represent the University in promotional or careers activities.
- Promote and demonstrate cultural behaviour in accordance with the Fraud and Corruption Control Framework and the University's Integrity program. This includes acting with integrity in undertaking duties and implementing processes to effectively prevent, detect, and respond to fraud and corruption within the University.
- Support compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and always communicate to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).