

# POSITION DESCRIPTION



## Senior Domestic Admissions Officer



### POSITION DETAILS

<b>Position Title</b>	Senior Domestic Admissions Officer
<b>Classification</b>	HEW 6
<b>Position Number</b>	7005647, 7009704, 7009703, 7012647, D01007 and J00012
<b>School/Office</b>	Student Administration and Registrar's Office
<b>Division</b>	Division of Education and Students

### POSITION PURPOSE

The Senior Domestic Admissions Officer is responsible for the provision of a broad range of administrative services and functions related to the delivery of domestic admissions. This position works within the context of a broad series of policies and associated procedures and is responsible for maintaining quality standards and assuring compliance.

Additionally, the position requires proficiency in a range of corporate systems and various software/technologies required for the planning, coordination and administration of Student Administration processes and services.

### KEY ACCOUNTABILITIES

1. **Assess domestic admission applications** in accordance with university and external requirements, providing accurate and timely advice to applicants and students on admission matters and requirements.
2. **Maintain data and records mapping between UAC and university systems** to ensure accurate offer and deferment processing.
3. Ensure the **accuracy, integrity and compliance of domestic admission data** in enterprise systems.
4. Prepare **statistical and management reports** for decision-making and support external reporting.
5. **Liaise with Faculties, Schools, Divisions, and central teams to support the delivery of domestic admission requirements**, ensuring operational accuracy, adherence to deadlines, and positive outcomes for students.
6. **Monitor and report on service performance metrics**, identifying areas for improvement and supporting their design and implementation.
7. **Develop and maintain operational documentation, web content, and procedural resources** for domestic admissions activities, ensuring clarity, accuracy, and accessibility for staff and students.

8. **Contribute to continuous improvement initiatives in admissions activities**, including implementing new systems, procedures, or projects, to enhance service delivery, efficiency, and the student experience.
9. **Represent Domestic Admissions at key university recruitment events** such as open day.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

1. **A relevant qualification** and/or equivalent professional administration experience and training.
2. Demonstrated **high level organisation and administrative skills** with high attention to detail and accuracy preferably in a high-volume client service environment with a demonstrated ability to manage multiple tasks simultaneously.
3. Demonstrated **high level skills with computerised information systems**, including using databases to develop and prepare reports.
4. Demonstrated ability to **maintain accurate records** and use data to support decision-making, reporting, and compliance.
5. Demonstrated **high level of analytical and problem-solving skills**, including experience in **identifying and improving data processes** to enhance service delivery.
6. Demonstrated ability to **interpret and communicate policies** and to assist in the review of policies.
7. Demonstrated **excellence in both written and verbal communication**, along with strong interpersonal skills, enabling effective liaison with individuals from diverse backgrounds and cultures.

## KEY RELATIONSHIPS

- **This position reports to:** Domestic Admissions Manager
- This position has no supervisory responsibilities.
- **Key internal relationships:**
  - Student Administration and Registrar
  - Student Success
  - Marketing
  - Data and Business Intelligence
  - Faculties and Schools
  - Digital Services
- **Key external relationships:**
  - Current and prospective students
  - Universities Admission Centre (UAC)
  - Partner institutions
  - Third Party Providers
  - Government departments
  - External and regulatory bodies

## CHALLENGES

- **Managing competing demands and priorities** within domestic admissions processes while ensuring timely, accurate and efficient operational delivery.
- Developing and maintaining **high data integrity to ensure accuracy, consistency and compliance** for processes post offer and reporting for decision making.
- **Navigating and managing diverse stakeholder expectations**, balancing operational constraints, and escalating strategic or policy issues through appropriate channels for resolution and alignment.
- Ensuring a **student-centric approach to domestic admissions** which meets applicant and student expectations while ensuring compliance with university policy and regulatory requirements.

## **UNIVERSITY EXPECTATIONS**

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity
- Higher Education Standards Framework
- Higher Education Support Act
- Education for Overseas Students (ESOS) Framework

**Approved by:**

**Date:**