Admissions and Recruitment Officer
UC College, Bruce ACT, Ongoing, Full-Time

About the Company
UC College is a partnership between Navitas Limited and the University of Canberra (UC). UC College delivers a range of English language, enabling and pathway Foundation and Diploma courses to international and domestic students wishing to progress to University of Canberra degrees.

With a growing network of colleges situated around Australia and internationally, Navitas is an industry leader in providing university pathway programs for domestic and international students. UC College specialises in qualifying and preparing students for undergraduate and postgraduate studies at the University of Canberra.

UC College and Navitas Limited share a common purpose. Both institutions are providers of student pathways to higher education and are committed to creating opportunity and access for students to enter higher education.

About the Role
The Admissions and Recruitment Officer provides expert assistance in relation to applicants and entry requirements to education agents and students. This involves entering applicant data, processing applications and ensuring that excellent customer service and quality standards are provided to key stakeholders.

Essential Skills & Experience
- Relevant qualifications and demonstrated work experience OR significant work experience within the education industry or related area
- An understanding of the Australian tertiary education system as well as knowledge of or the ability to quickly acquire knowledge of, the regulatory framework relating to international students
- Excellent oral and written communication skills; strong interpersonal skills including the ability to deal effectively with clients by phone, e-mail and in person
- High level computer skills including an understanding of and experience in using various student management systems
- Demonstrated commitment to the provision of a high quality client-focused service
- Demonstrated ability to manage a high volume of tasks with competing priorities in an organized manner and within strict deadlines
- Demonstrated written communication skills that enable the appointee to accurately and independently prepare basic written correspondence on a range of student admissions matters
- Demonstrated ability to work as a productive member of a team

Desirable Skills & Experience
- Experience in processing applications
- Knowledge of admissions policies and procedures pertaining to administration and admission of undergraduate students, both local and international

Enquiries and applications can be directed to Jason Hoppner, Director, Marketing & Admissions, email Jason.Hoppner@canberra.edu.au. Applications must be received by COB 1 August, 2017.

Applicants are required to have valid Australian work rights. Successful applicants will be subject to relevant pre-employment checks, which may include a National Police Check and/or a Working with Children Check.
Position Description

Title: Admissions and Recruitment Officer

Division: University Partnerships Australasia
Reports to: Director, Marketing & Admissions UCC

1. Overview and Objectives of the Position:

The Admissions and Recruitment Officer provides expert assistance in relation to applicants and entry requirements to education agents and students. This involves entering applicant data, processing applications and ensuring that excellent customer service and quality standards are provided to key stakeholders.

2. Key Result Areas:

- Maintain up to date knowledge of changes in relation to international qualifications, education systems, institution credentials, credit precedents and regulatory requirements
- Assess applications from international and domestic applicants, screen for Genuine Temporary Entrant Requirements (GTE) from high risk countries, generate Letters of Offer and issue and manage Confirmation of Enrolments (CoEs)
- Coordinate with the Marketing Manager with the Lead conversion process as appropriate
- Liaise with education agents onshore and offshore and Navitas Source Country Offices in regard to applications, visas, applicant information and enrolments such as:
  - Implement interaction via phone, email, sms etc...
  - Manage or respond to enquiries or applications from agents or direct applicants
  - Identify and allocate applicant enquiries to agents
  - Provide information packs to applicants
  - Facilitate resolution of issues raised by agents
  - Undertake Academic verification and confirm entry levels with University Partner as necessary
  - Facilitate payments
- Update and maintain student records and contribute to alignment of systems/records with University partner
- Contribute to refinement of admissions guidelines as established in policy and procedure
- Develop and maintain strong, effective and enduring partner relationships with agents, University partner and Navitas stakeholders
- Participate in promotional activities as required
3. **Qualifications and Selection Criteria**

**Essential:**

i. Relevant qualifications and demonstrated work experience OR significant work experience within the education industry or related area

ii. An understanding of the Australian tertiary education system as well as knowledge of or the ability to quickly acquire knowledge of, the regulatory framework relating to international students

iii. Excellent oral and written communication skills; strong interpersonal skills including the ability to deal effectively with clients by phone, e-mail and in person

iv. High level computer skills including an understanding of and experience in using various student management systems

v. Demonstrated commitment to the provision of a high quality client-focused service

vi. Demonstrated ability to manage a high volume of tasks with competing priorities in an organized manner and within strict deadlines

vii. Demonstrated written communication skills that enable the appointee to accurately and independently prepare basic written correspondence on a range of student admissions matters

viii. Demonstrated ability to work as a productive member of a team

**Desirable:**

i. Experience in processing applications

ii. Knowledge of admissions policies and procedures pertaining to administration and admission of undergraduate students, both local and international