POSITION TITLE: Admissions and Administration Officer

REPORTS TO: Head of Marketing

DATE: September 2015

Purpose of the Position:

The Admissions and Administration Officer is part of the marketing team and the key responsibilities of the role are to:

- assess applications to ensure:
  - that applications are from genuine students, and
  - they meet course entry and visa requirements
- generate letters of offer and confirmation of enrolments (eCoEs)
- co-operate with the marketing colleagues to meet team Key Performance Indicators.

Key Duties:

- Check applications (eligibility, support documents, application forms)
- Issue and revise letters of offer for all enrolment applications. This includes new enrolment, deferral, internal course transfer, re-enrolment or course extension
- Issue and revise eCoEs
- Produce enrolment reports
- Manage the filing system
- Assess agent applications and generate agent agreements
- Arrange accommodation & airport pickup (including liaison with homestay provider)
- Manage student and agent requests
- Keep abreast of legislation relating to the ESOS ACT, CRICOS and the National Code
- Liaise with the Welfare Officer for students under 18 years of age
- Process university pathway applications
- Other duties as directed by the Marketing Manager and Management team.

Other Responsibilities include:

- Liaise with Student Services Department in relation to:
  - Current student enquiries & complaints
  - Meeting with parents and guardians
  - Orientation and graduation events
  - Counselling students
- Cover colleague absences (i.e. when away on business trips or annual leave)
- Train new staff.

**Qualifications required:**

- An undergraduate qualification is not essential but would be highly regarded
- Minimum 3 years’ experience in an administration field
- Advanced MS Office skills
- Strong interpersonal and organisational skills
- Presentation and high customer relation skills
- Strong problem-solving skills and a ‘can do’ attitude
- Knowledge of PRISMS and experience in the education and training sector is desirable and would be an advantage.

**Key Performance Indicators**

- Exercise initiative and a degree of autonomy
- Meet agreed targets as set with the Head of Marketing
- Consistent accurate and timely completion of all documentation
- Contribute to effective teamwork
- High level of customer service to ensure satisfaction of Ozford clients
- High level of professional conduct at all times.

Australian or New Zealand citizenship or permanent residency is required for this position.

**To apply please send your cover letter and resume to** recruitment@ozford.edu.au

**Please note only shortlisted applicants will be contacted.**