



## Position Description

**Position Title:** Admissions & Enrolments Manager

**Reports To:** Chief Business Officer

**Employment Type:** Full-time

## Position Summary

The Admissions & Enrolments Manager is responsible for leading the University's admissions and enrolment functions, ensuring efficient, accurate, and compliant processes across the student lifecycle. The role oversees application assessment, admissions decision-making, offer generation, enrolment management, and associated compliance obligations.

This role ensures a high-quality student experience by streamlining processes, providing strong leadership to admissions staff, and maintaining close working relationships with academic units, international offices, and external partners.

## Accountabilities

- Oversee end-to-end admissions processes for domestic and international students.
- Ensure timely assessment of applications, issuing of offers, and processing of acceptances.
- Manage entry requirement assessments, including academic equivalency, English proficiency, and eligibility checks.
- Ensure alignment with University policies, academic standards, and sector regulations.
- Lead the enrolment and re-enrolment processes each teaching period.
- Monitor student enrolment patterns, load forecasts, deferrals, and withdrawals.
- Coordinate enrolment reporting for internal stakeholders and regulatory bodies.
- Ensure accurate data entry and record-keeping in student management systems (SMS/CRM/ERP).
- Ensure compliance with:
  - University admissions policies
  - government reporting obligations
  - international student visa regulations (if applicable)

- enrolment and load reporting requirements (e.g., HEIMS, TEQSA for Australia)
- data privacy, quality assurance, and audit frameworks
- Maintain high standards of data integrity and documentation.
- Provide high-quality service to prospective students, applicants, parents, and partners.
- Work closely with academic faculties, marketing, recruitment, international offices, student services, and IT.
- Support recruitment events, open days, webinars, and onboarding activities.
- Resolve complex admissions and enrolment queries and escalations.
- Oversee use and optimisation of student systems (SMS, CRM, workflow tools).
- Identify and implement process improvements to enhance efficiency and the student journey.
- Develop and maintain policy, procedural guides, and quality assurance documentation.
- Lead digital transformation initiatives to modernise admissions and enrolment workflows.
- Prepare regular reports on applications, offers, acceptances, and enrolment outcomes.
- Analyse trends to support planning, forecasting, and recruitment strategies.
- Identify risks and opportunities in the admissions pipeline and enrolment cycle.
- Provide insights to senior leadership, marketing, recruitment, and academic teams.
- Lead and mentor the Admissions & Enrolments team (officers, coordinators, assessors).
- Manage staffing levels, training, workload allocation, and professional development.
- Foster a culture of service excellence, accuracy, and continuous improvement.
- Promote cross-functional collaboration and strong communication.

### **Skill & Experience**

- Bachelor's degree in Education, Business, Management, or related field (required).
- Postgraduate qualification in Higher Education Administration or Business (advantageous).
- 5+ years' experience in admissions, enrolments, student administration, or related University roles.
- Experience supervising staff and managing high-volume operations.
- Experience with international student admissions (if applicable).
- Experience with University student systems (e.g., PeopleSoft, Callista, Banner, SITS).

- Strong knowledge of University admissions, entry criteria, academic requirements, and enrolment processes.
- Understanding of compliance frameworks, government reporting, and quality standards.
- Excellent organisational skills and the ability to manage peak workload periods.
- Strong communication and stakeholder-engagement capability.
- High attention to detail and commitment to data accuracy.
- Ability to manage and motivate teams in a complex environment.
- Proficiency in student management and CRM systems.

### **Key relationships**

- Chief Business Officer – for strategic direction, performance oversight and reporting.
- Academic Staff – for advice and consultation.
- Professional Staff – including student services, admissions, and learning support for student experience and academic administration.
- Industry and External Partners – for collaborative projects, guest lectures, and student engagement.
- Regulatory Bodies – including UGC and accreditation agencies for compliance and quality assurance.