



Casual Admissions Officer

Department: Selection and Application Services

Classification: Level 5

Reports to: Assessment Manager - GEMSAS

Direct reports: Not applicable

Who we are

The Victorian Tertiary Admission Centre Limited (VTAC) empowers, connects, and supports learners and providers to enable transparent and inclusive access to education. We aim to be a contemporary organisation that creates and delivers value for our stakeholders.

We act as a bridge between prospective students and Victorian universities, TAFE institutes and independent tertiary colleges. Each year we process around 83,000 applications for tertiary courses and issue a similar number of offers throughout the year on behalf of institutions. This includes the provision of information and enquiry services to applicants and schools.

VTAC also conducts the annual scaling of VCE results and the calculation of the Australian Tertiary Admission Rank (ATAR), including arrangements for International Baccalaureate students and interstate students.

Our Selection and Application Services department assesses student applications against institutional requirements and administers the selection process. It partners with institutions to train their liaison and selection staff in application and selection procedures.

Our values

Collaborative Excellence

- We work together with trust, openness and shared purpose to amplify our impact – valuing diverse perspectives, encouraging respectful dialogue and achieving more through collective effort.

Curious Thinking

- We embrace curiosity and life-long learning – questioning assumptions, taking considered risks, responding to change, exploring new ideas and seeking opportunities to grow, innovate and improve.

VICTORIAN TERTIARY ADMISSIONS CENTRE

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Inclusive Impact

- We create an environment where everyone feels valued, heard and empowered to contribute – championing equitable and accessible education, embracing difference, and ensuring our services and actions benefit all.

About the role

Working collaboratively in a supportive and vibrant team, you will process and assess a large volume of tertiary applications with a range of complex admissions criteria.

In this role, you will provide high quality admission assessments and support key external institutions when necessary. You will also be required to:

- Independently process and assess a large range of applications.
- Provide day to day operational support, including inbox management.
- Contribute to the continuous improvement of business processes.

About You

As the successful Casual Admissions Officer, you will hit the ground running, proving you can learn and adapt quickly in a high-pressure and fast-paced environment. You will have excellent organisational skills and problem-solving capabilities. You will be able to exercise initiative and judgement to determine and prioritise large volume tasks to meet tight deadlines.

The appointee will have:

- A tertiary qualification with relevant experience; or an equivalent combination of experience and/or education and/or training.
- The ability to interpret and provide advice on admission policies and procedures.
- An understanding of the Higher Education sector

Key responsibilities

Role-specific

1. Undertake assessment tasks associated with the delivery of VTAC services to clients.

2. Examine and interpret quantitative/qualitative data presented by applicants as part of their course application and processing and evaluating information according to specific course requirements set by institutions.
3. Assess and verify validity and integrity of domestic and overseas educational claims.
4. Calculate GPAs according to various institutional specific rules and algorithms.
5. Assign ranks to applicants according to the numerical values of course selection criteria.
6. Provide advice to institutions on individual assessments relevant to course selection criteria using concise notes.
7. Provide high levels of customer service responding to inquiries as required, under guidance for nonstandard matters or to refer complex queries to the appropriate VTAC staff.
8. Assist in the review and preparation of written training materials.
9. Actively participate in continuous improvement activities relating to VTAC practices and procedures. Other duties as directed by the Senior Operations Coordinator.

Organisation-wide

- Ensure you are aware of and adhere to legislation and VTAC policy relevant to the duties undertaken, including Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest; and Privacy.
- VTAC expects staff to appropriately balance risk and reward in a manner that is sustainable to our long-term future, contribute to a culture of integrity and collaboration, and provide an environment that is safe, secure, and inclusive. Ensure you are aware of and adhere to VTAC policies relevant to the duties undertaken and the values of the VTAC. This is a standard which the VTAC sees as the benchmark for all its activities.

Key selection criteria

Essential

Education/Qualifications

1. The appointee will have:
 - a degree in a relevant field with subsequent relevant experience; or
 - broad knowledge in tertiary education entrance requirements; or
 - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. **Organisational and Problem-Solving Skills:**

- Strong organisational abilities, with the ability to prioritise tasks and meet deadlines in a high-pressure environment.
- Demonstrated problem-solving skills, with the ability to apply established procedures to resolve issues.

3. **Attention to Detail and Communication:**

- Strong attention to detail and accuracy in compiling data, preparing reports, and drafting correspondence.
- Excellent written and oral communication skills, with the ability to engage effectively in team environments.

4. **Policy and Procedure Interpretation:**

- Ability to understand and apply admission policies and procedures within the Higher Education sector.

5. **Technical Proficiency:**

- Proficient in Microsoft Office, web technology, CRM systems, and computer-based record management tools.

6. **Sector Knowledge:**

- Understanding of the Higher Education sector and associated student admission trends.

Other requirements

- Travel to other locations may be required.
- There may be a requirement to work additional hours from time to time.
- There may be peak periods of work during which taking of leave may be restricted.
- A current satisfactory Working with Children Check is required.