

POSITION DESCRIPTION

Position title:	Admissions Officer
Reference number:	UQC_018_10_26
Type of employment:	Full time, Fixed-term (12 months)
Classification	UQC Admin 4
Remuneration:	\$85,451.97 - 94,983.84 per annum, plus superannuation

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer, and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff, and alumni. For more than a century, UQ has educated and worked with outstanding people to deliver **knowledge leadership for a better world**.

Today, UQ ranks among the world's top universities and is consistently recognised as one of the top 5 universities in Australia. UQ is one of Australia's Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. Its major campuses are at St Lucia, Gatton, and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes.

UQ COLLEGE

UQ College Limited is a wholly owned subsidiary company and Registered Training Organisation (RTO) for the University of Queensland (UQ). UQ College provides domestic and international students with access to further and higher education through a range of pathway programs. These include English language, Foundation, Tertiary Preparation, and Bridging Programs, plus Vocational Education and Training (VET) programs.

For more information, visit <https://www.uqcollege.uq.edu.au/>

DUTY STATEMENT

Primary purpose of position

The primary responsibility of the position is to administer admissions, enrolments, and associated services across all UQ College programs and courses. The role plays a key part in maintaining the

accuracy and integrity of student records within relevant student management systems, ensuring a seamless and efficient admissions process.

Duties

Duties and responsibilities include, but are not limited to:

- Assess and process applications and acceptances for UQ College programs, ensuring a high standard of quality, accuracy, and timeliness.
- Accurately record admissions and acceptance data in the Student Management System to support high-volume processing of UQ package offers and assist with internal reporting.
- Issue Confirmations of Enrolment (CoEs) and manage course variations through the Department of Education's PRISMS system as required.
- Act as the primary contact for admissions-related enquiries, providing clear and timely advice to applicants, education agents, and staff regarding application status, requirements, and procedures.
- Process student withdrawals, cancellations, suspensions, and refund requests in line with UQ College policies and relevant government legislation.
- Maintain accurate financial records in the Student Management System and follow up on overdue payments to ensure account integrity.
- Coordinate Overseas Student Health Cover (OSHC) arrangements for student visa holders and manage related invoice processing.
- Perform other duties as directed by the Admissions Coordinator.

Other

- Comply with the UQC Staff Code of Conduct and The University of Queensland's Code of Conduct.
- Work in alignment with Queensland occupational health and safety legislation and related responsibilities.
- Ensure compliance with the *Education Services for Overseas Students Act 2000*, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and associated policies, procedures and processes.
- Treat all students, including young learners, with respect and address concerns promptly; uphold UQC's child and youth safety policies.
- Adopt sustainable work practices in accordance with sustainability responsibilities.
- A valid Queensland Government Blue Card (Working with Children Check) is a mandatory requirement of this role.

Reporting Relationships

The position reports to the Admissions Coordinator, UQ College.

SELECTION CRITERIA

Essential

- Completion of a relevant qualification and/or demonstrated experience in admissions, administration or student services roles within an education or service-oriented environment.
- Experience using enterprise systems and software to manage and maintain accurate records, with the ability to extract and report on data as required.
- Strong interpersonal, verbal, and written communication skills, with the ability to interact professionally with a diverse range of stakeholders.
- Demonstrated ability to identify and resolve routine issues, exercising sound judgment and initiative within established guidelines.
- Proven ability to manage competing priorities in a high-volume environment, while maintaining attention to detail and meeting deadlines.

Desirable

- Understanding of the Australian education sector, particularly in relation to student admissions, enrolments, and compliance requirements with relevant policies and procedures (e.g., visa regulations, PRISMS, ESOS Act).
- Proven experience supporting international students within the higher education sector.

Questions?

For more information about this opportunity, please contact Maria Blesilda Garcia, Senior Manager, Academic Administration and Compliance at m.garcia@uqcollege.uq.edu.au. For application queries, please contact talent@uqcollege.uq.edu.au stating the reference number (page 1) in the subject line.

Want to Apply?

Please apply via Seek. It is a requirement that you attach the following to your Seek application:

- Cover letter addressing the selection criteria (no more than 2 pages), and a
- Resume.

Applications submitted after 11pm on 6 November 2026 may not be accepted.