APPLICANT INFORMATION PACKAGE

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UNIVERSITIES ADMISSIONS CENTRE.

Thank you for your interest in applying for the Assessment Officer position with the Universities Admissions Centre (UAC). This package is designed to provide you with information about UAC's recruitment process and general conditions of employment.

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SNAPSHOT OF EMPLOYEE BENEFITS

Work-life balance



- Short 7-hour day (35-hour week), with an hour for lunch, Monday to Friday.
- Employees who work more than the standard 35-hour week are entitled to overtime pay.
- Flexible work arrangements.

Generous leave entitlements

50 days sick leave with conditions 

Family & community services leave 

Study support leave 

Concessional days 

Rostered Day Off (RDO) system: accumulate 1 day off every 4 weeks

Above-standard employer superannuation contributions

UAC permanent employees	**17%**	UAC fixed-term (17% after 12 months' service)	**9.5%**
Casual employees	**9.5%**		

Competitive remuneration



We reward our staff for their hard work with competitive remuneration and salary packaging benefits.

	Total annual salary
Assessment Officer (6 month, fixed-term position)	$84,162 - $104,457 pro rata

Health and wellbeing



Our employees enjoy a range of health and wellbeing initiatives to support their physical and mental health:

- fresh fruit deliveries
- annual health checks and flu vaccinations
- periodic massages
- yoga and mindfulness classes
- free counselling service
- membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities and eateries at Sydney Olympic Park.

READY TO APPLY?

Email us your:

1. cover letter and resume
2. written response addressing the selection criteria listed in the Position Description
3. copies of relevant qualifications (if available).

POSITION DESCRIPTION

POSITION TITLE:	Assessment Officer
POSITION NO:	
HEW LEVEL:	Level 5/6 - Broadbanded
DEPARTMENT/UNIT:	Operations - Assessment Unit
SUPERVISOR/ MANAGER:	Coordinator, Centralised Services/ Coordinator, UAC Connect
WRITTEN BY:	Nerida Bewick
DATE WRITTEN:	Updated May 2018
INCUMBENT:	Vacant
APPROVALS:	Nerida Bewick General Manager, Operations

1. BACKGROUND INFORMATION

UAC is the largest tertiary admissions centre in Australia. Owned by universities in NSW and the ACT, UAC operates through the New South Wales Vice Chancellors' Committee.

We are driven by a strong culture of anticipating the needs of our clients and stakeholders. Our mission is to be at the forefront of access to higher education. We provide excellence in admissions services through the development of innovative software solutions and the engagement of skilled and dedicated staff. Central to our mission is the belief in the value of education and a commitment to providing opportunities to access higher education for all people.

The Operations Department consists of two units, Centralised Services and UAC Connect. The Centralised Services Unit is responsible for the application and assessment functions for admission to undergraduate (domestic and international) and postgraduate courses, educational access schemes and equity scholarships.

The UAC Connect Unit provides innovative products and services to meet the expectations and specific requirements of individual institutions and other clients. The Unit is involved in the ongoing development and expansion of existing services and the identification and development of new business opportunities for new clients.

The Department is managed by the General Manager, Operations, who is supported by 25 permanent members of staff, and staff on fixed-term and casual contracts, whose numbers vary depending on workload requirements.

For information about UAC's structure and functions, see UAC's Human Resources Unit.

2. JOB PURPOSE

The Assessment Officer is a key member of a team whose prime goal is to ensure the efficient, effective and accurate assessment of applications submitted through UAC's application processes.

At Level 5, the incumbent is accountable for the assessment of applications and the provision of high quality, accurate and timely advice regarding assessment-related queries from assessors, applicants and institution staff.

The incumbent is also responsible for the unit's quality assurance processes including the investigation of unscored qualifications, the action and development of a suite of integrity checks as well as the checking of assessments of fixed-term and casual staff.

At Level 6, the incumbent critically reviews assessment policies and procedures with a view to improving efficiency and effectiveness, and independently resolves non-standard queries and problems in relation to assessment matters.

3. REPORTING AND OTHER RELATIONSHIPS

This position reports directly to the either the Coordinator Centralised Services or Coordinator UAC Connect, depending on the relevant Unit. The position has no direct reports but does undertake supervision of staff appointed on fixed-term contracts on a seasonal basis, plus occasional casual staff.

The Assessment Officer works closely with other staff in the Operations Department, and with other UAC departments. The incumbent also liaises with admissions staff at participating institutions, with applicants and prospective applicants, private providers and other external providers, including local and overseas accreditation bodies, as appropriate.

4. DIMENSIONS

There are approximately 22 institutions that access UAC systems and services.

There are approximately 150 users at UAC and 250 remote users at the participating institutions.

There are approximately 150,000 applications through UAC systems per year.

5. MAJOR TASKS

LEVEL 5

1. Assess applications using relevant resources and the on-line UAS.
2. Assist in the checking of assessments of applications undertaken by fixed-term and casual staff to ensure that all tasks are completed accurately, answer queries on a day-to-day basis and provide individual training as required.
3. Assist with the maintenance of documentation, including manuals and instructions and updating of publications and websites relevant to the position.
4. Assist in the investigation of suspected fraudulent documents provided by applicants.
5. Make decisions without seeking advice, based on policy, procedure and precedent and exercise discretion in identifying unusual cases, which need to be drawn to the attention of the relevant Coordinator.
6. Assist in the supervision and training of fixed-term and casual assessors on assessment policies and procedures.
7. Assist in the preparation and development of training materials and the presentation of training modules on aspects of UAS to a range of user groups.
8. Investigate and draft replies to correspondence/emails for consideration by the relevant Coordinator in response to queries, appeals and complaints from a range of stakeholders.
9. Process a range of data integrity checks and unscored reports generated via UAS in a timely manner; investigate and resolve problems and UAS where required.
10. Assist in the maintenance of UAS, including ARTS testing, course equivalence and grade equivalence mappings.

11. Assist in the review of assessment policies and provide recommendations and prepare reports relating to the assessment of qualifications, for consideration by the relevant committees and working parties.

LEVEL 6

In addition to the duties prescribed at Level 5:

1. Critically review assessment policies and procedures with a view to improving efficiency and effectiveness. Prepare reports, with recommendations, for consideration by relevant committees and working parties.

2. Independently resolve non-standard queries and problems in relation to assessment matters.

3. Monitor and assess the performance of subordinate staff by identifying problems and providing feedback and guidance on a day-to-day basis.

4. Ensure the efficient and effective working of the team by providing team leadership and developing a productive and harmonious environment.

5. Liaise extensively with relevant admissions staff at institutions regarding their needs and objectives.

6. Present training programs on aspects of UAS relating to assessment to a range of user groups.

7. Investigate operational issues, identify opportunities for business process improvement and make recommendations for change to operational policies and procedures.

8. Design, develop and maintain documentation relevant to the position

6. PRINCIPAL ACCOUNTABILITIES

The Assessment Officer is accountable for:

LEVEL 5

1. Ensuring the accuracy of assessments, by implementing effective checking procedures and providing effective feedback and individual training as required.

2. Ensuring the timely and accurate completion of assessments, by effectively co-ordinating and monitoring the investigation of unscored qualifications, and the timely processing of a range of integrity checks and reports.

3. Providing training to relevant user groups by presenting clear, accurate and appropriate material.

4. Ensuring that relevant stakeholders have access to the most up-to-date documentation relating to UAC's assessment, by systematic updating of relevant manuals and their timely publication.

5. Accountable for abiding by UAC confidentiality requirements.

6. Maintaining effective working relationships both externally (through professional client liaison) and internally (through appropriate team participation).

LEVEL 6

All Level 5 accountabilities plus:

1. Monitoring and assessing the performance of fixed-term and casual staff by identifying problems and providing effective feedback and guidance as required.

2. Providing expert advice to UAC customers on standard and non-standard issues relating to the assessment of qualifications through investigation and research.

3. Recommending changes/enhancements to assessment qualifications and operational policies and procedures through critical review, investigation and research

7. PROGRESSION STATEMENT

Progression to the higher level will be based on recognition by the relevant Coordinator, Manager and the General Manager, Operations that the Assessment Officer has demonstrated that he/she is capable of performing at the higher level. Final approval by the Managing Director will also be required.

It is expected that the incumbent will also normally have been one year at the top step of the lower level prior to recommendation being made for progression to the higher level.

In the case of a new appointee to the position initial appointment to a level will be based on relevant knowledge and experience and his/her ability to carry out the higher-level duties.

8. CHALLENGES AND CONTRAINTS

The Assessment Officer must ensure that applications are processed to meet externally-determined timelines and standards. External factors may disrupt planned work schedules; the incumbent must therefore be able to balance workloads in an environment of changing work priorities and unpredictable occurrences.

In addition the incumbent must ensure that all applications are processed in accordance with (a) the standard guidelines and policies agreed to by institutions and (b) the individual institution guidelines and admissions policies.

Where conventions and practices are not able to be clearly specified, the incumbent must exercise judgment to determine whether they fit within the recognised guidelines, or whether they need to be referred to institutions or other authorities within the Operations Department for decision.

The incumbent must keep up-to-date with changes in the higher education and other relevant sectors, to ensure that accurate and appropriate advice is given to institution staff and UAC senior management in relation to the development of policies and procedures.

9. EDUCATION AND EXPERIENCE

At Level 5, completion of a degree OR an equivalent combination of relevant experience and/or education/training. At Level 6, a degree with subsequent relevant experience OR an equivalent combination of relevant experience and/or education/training

10. SELECTION CRITERIA

Essential

1. At Level 5, completion of a degree OR an equivalent combination of relevant experience and/or education/training. At Level 6, a degree with subsequent relevant experience OR an equivalent combination of relevant experience and/or education/training.
2. Knowledge of the full range of qualifications and demonstrated experience in the assessment of those qualifications.
3. Knowledge of tertiary admissions processes and an understanding of the role of UAC.
4. Demonstrated ability to meet targets and critical deadlines in a high-volume work area characterised by competing priorities and deadlines.
5. High level interpersonal, oral and written communication skills, and ability to liaise effectively with a range of clients.
6. Demonstrated ability to work in a team and provide support in training and co-ordinating the work of team members.
7. Ability to interpret policy and procedure documents.
8. Demonstrated ability to work accurately and with attention to detail, and exercise a high level of discretion, confidentiality and initiative.

9. Effective organisational and time management skills and demonstrated ability to act independently and work with minimum supervision.

10. Knowledge of, and commitment to, the application of quality assurance processes, and dedication to high quality customer service.

11. Understanding of and commitment to the principles of anti-discrimination and equal employment opportunity legislation and the application of these principles in the workplace on a daily basis, with a commitment to cultural diversity.

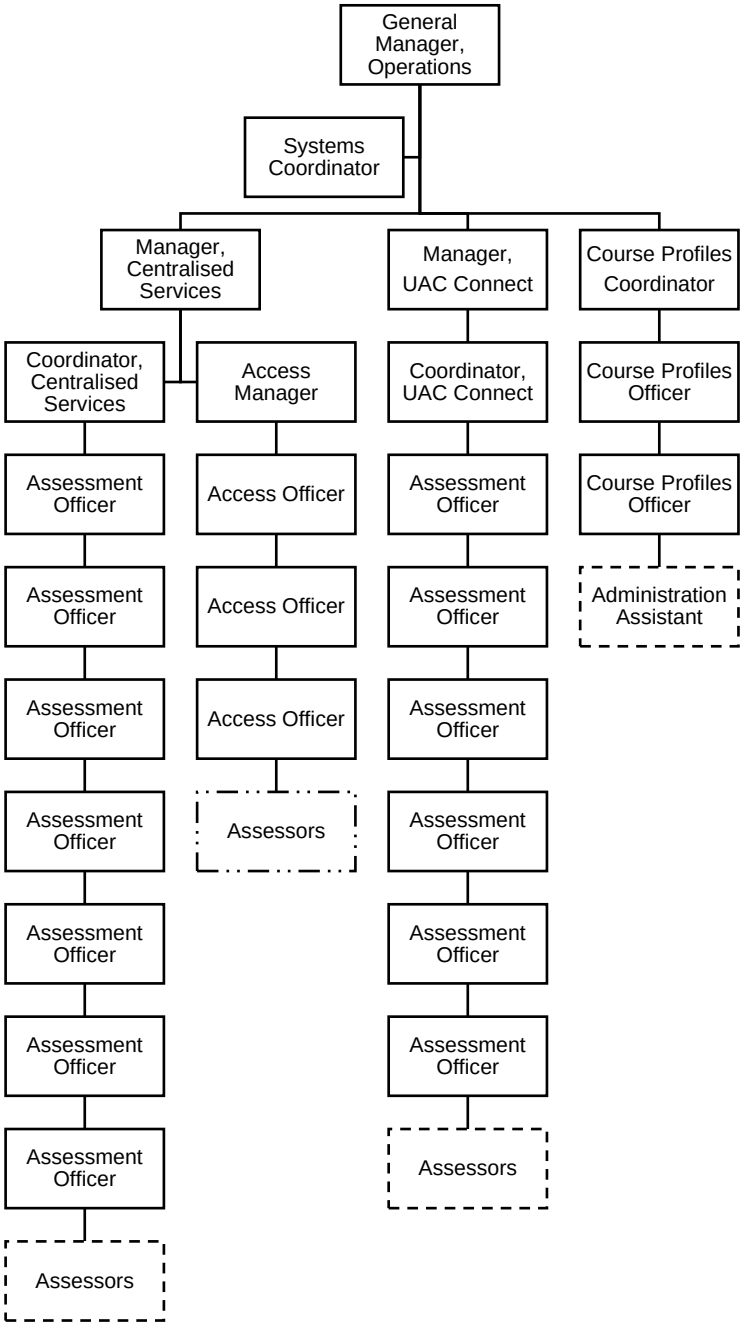
12. Understanding of and commitment to the principles of work health and safety, anti-bullying legislation and the application of these principles in the workplace on a daily basis.

Desirable

1. Experience with the UAC Admissions Systems

2. Knowledge of the operations of relevant government departments and other organisations

Operations Organisational Chart 2019-2020



KEY:

Permanent Staff

26

Fixed Term Appointments

various

Casual Appointments

various

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PRIVACY STATEMENT

1. In applying for this position, you have provided UAC with personal information so that your application can be assessed.

2. It is possible that we may disclose information provided in your application to a third party such as a referee, or members of a selection committee.

3. If you provide us with the personal information of others (for example a referee's details), we encourage you to inform them that you are disclosing that information to us, and that UAC does not usually disclose their information to a third party.

4. In due course after the completion of this selection process, the personal information that you have provided will be destroyed, unless you make an application for your personal information to be returned to you.

5. If you seek feedback because your application is unsuccessful, in some circumstances information may be denied. For example if access would have an unreasonable impact on the privacy of others.

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