

Position description

Greater together 

Position title:	Student Administration Officer
Institute/School/Centre/ Directorate/VCO:	Student Services and Registrar
Campus:	Gippsland Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Time fraction:	Full-time
Employment mode:	Continuing
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Deborah Pavey, Coordinator Student Administration Telephone: (03) 5122 6318 Email: debbie.pavey@federation.edu.au
Recruitment number:	JR101064

Position summary

The Student Administration Officer provides advice and assistance to staff, Institutes, prospective and current students in managing their enrolment and progress within the student life cycle, including course structures and progression, leave of studies and withdrawals, advanced standing, special considerations, credit, results, program eligibility and related issues. The position ensures progression and study plans for individual students are compliant with program requirements and also provides support in the organisation and delivery of events both within and external to the University.

Portfolio

Student Services and Registrar sits within the Learner Experience Office. The office brings together these formerly separate functions to improve the end-to-end learner experience at Federation University with a strong focus on our digital transformation and taking a learner- centered approach to all that we do.

The Learner Experience portfolio includes the following functions:

- Marketing
- Student Services and Registrar
- Student Retention and Student Experience
- Digital Channels and Strategy
- Student Experience Transformation

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in the 2021–2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Provide accurate and timely advice to students in managing their enrolment within the student life-cycle, including course advice and pathways, course structures and progression, leave of studies and withdrawals, timetabling, advanced standing, special considerations, credit, results, program eligibility and related issues in line with University policy and procedures.
2. Respond proactively and provide assistance in the resolution of student matters, escalating large and complex issues, disputes and discrepancies as required and in accordance with policies and procedures.
3. Review and update study plans, in line with progression requirements each semester. Ensure that progression is consistent with program rules, appropriately documented and conducted on a timely basis.
4. Ensure all relevant information, advice and decisions are accurately recorded in relevant systems, including the Customer Relationship Management System and Student Management Systems in line with service protocols.
5. In conjunction with Coordinators, Student Administration recommend improvements to continually improve customer service levels, processes and procedures for Student Administration.
6. Support the Student Administration leadership team organising and delivering events, attending expos, open days, enrolment days, orientations and other events as required. Represent Student Administration on various committees as directed by the Coordinators, Student Administration.
7. Participate in regular training sessions and cross-campus knowledge sharing within the Student Administration to ensure consistency and accuracy in the information provided when answering escalated program enquiries for prospective and current students.
8. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
9. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
10. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OHS) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Student Administration Officer reports to and works under the general direction of the Coordinator, Student Administration. The position is required to work independently as well as collaboratively within a team-based approach while ensuring compliance with relevant Student Administration processes, policies and procedures.

The Student Administration Officer provides solutions and recommendations in the context of legislative and University policy frameworks for day-to-day issues, seeking advice or referring more complex issues to the Coordinator, Student Administration. The position will also develop and maintain a working knowledge and application of information relating to enrolment, program advice, program structures and plans, orientation, timetabling, credit assessment, mentoring, academic progress and intervention.

Position and organisational relationships

The Student Administration Officer reports to the Coordinator, Student Administration, interacting and working collaboratively with a diverse range of staff and students to provide timely and accurate advice via all modes of enquiry.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Completion of:
 - a degree without subsequent relevant work experience; or
 - an advanced diploma qualification and at least one year's subsequent relevant work experience; or
 - a diploma qualification and at least two years subsequent relevant work experience; or
 - an equivalent combination of relevant experience and/or education/training.
2. Hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Experience, knowledge and attributes

1. Demonstrated interpersonal and communication skills, including the ability to interact and establish working relationships with a diverse range of staff and students.
2. Demonstrated problem-solving skills, including the ability to provide student advice, research, analyse, interpret and evaluate information.
3. Demonstrated ability to maintain efficient and effective record-keeping and filing systems.
4. Demonstrated ability to maintain strict confidentiality.
5. Demonstrated organisational skills, including the ability to prioritise tasks, meet deadlines and achieve goals.
6. Demonstrated word processing and software package skills, in particular MS Office, as well as the demonstrated ability to use a range of systems and new software packages.
7. Demonstrated commitment to deliver quality customer service and quality assurance.
8. Demonstrated working knowledge and application of the Child Safety Standards.
9. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.