

# Position description

Greater together 

Position title:	Senior Officer, Student Finance
Institute/School/Centre/ Directorate/VCO:	Finance
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 6 range
Time fraction:	Full-time
Employment mode:	Fixed-term employment
Reason for fixed term:	Replacement employee
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Megan Briggs, Senior Manager, Student Finance Telephone: (03) 5327 9447 Email: m.briggs@federation.edu.au
Recruitment number:	JR101177

## Position summary

The Senior Officer, Student Finance is part of the dynamic and fast paced Student Finance team and requires in depth knowledge of the full student lifecycle for both Higher Education and TAFE student cohorts. The Student Finance team is responsible for a broad range of functions including the charging, invoicing, collection and reconciliation of all domestic and international student fees in accordance with Government and University policies, accrual timelines and contractual obligations.

The Senior Officer, Student Finance is responsible for the coordination of operational activities to ensure the delivery of efficient, effective and quality services. The position is responsible for a range of complex administrative functions determined by internal and external regulations and will be required to work collaboratively with a broad range of stakeholders to coordinate and deliver activities within strict deadlines.

This position is responsible for maintaining specialist knowledge of Higher Education legislation to ensure compliance.

## Portfolio

Financial Operations is part of the Finance directorate which is led by the Chief Financial Officer (CFO). The Finance team is an integral part of the business strategy and decision-making process focusing efforts in delivering strategic and operational support to the programs and services. The team has a diverse range of functions which support the core academic delivery.

The Student Finance team is responsible for a broad range of functions across Higher Education and TAFE for all campuses and partner locations for domestic and international students both on-shore and off-shore. Student Finance is a dynamic, high performing and fast paced team, with touchpoints across the entire student lifecycle.

## 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. Coordinate operational priorities and workflows within the Student Finance team ensuring quality service delivery and timely outcomes, including supervision, developing and training team members
2. Ensure quality customer service delivery by providing fee information to all clients in accordance with policy, procedures and relevant legislation.
3. Oversee the administration of agent commission payable for international student enrolments.
4. Responsible for the reconciliation, invoicing and collection of off-shore partner provider student fees in line with contractual obligations.
5. Coordinate the remittance of payments to on-shore partner providers and reconcile student fee income and expenditure in line with contractual obligations.
6. Coordinate tuition fee scholarships and waivers for Higher Education and TAFE students and oversee corporate account processing for Higher Education sponsored students.
7. Oversee student fee data validation processes and maintenance of records as necessary in the student management system to ensure the ongoing integrity of student fee data in line with relevant legislation and reporting requirements.
8. Review and reconcile monthly student fee Campus Solutions reports to the student fee Trial Balance. Compile monthly outstanding student fees report, review and report on the assessment and collection of student fees to senior management
9. Ensure the publication of tuition fee schedules in accordance with legislative obligations and regulatory requirements. Assist with planning and development of the fees website and oversee content changes to ensure information is accurate, up to date and user friendly
10. Support the Senior Manager, Student Finance in monitoring and reviewing operations to identify and implement opportunities for continuous improvement. Review processes and system functionality to ensure maximum efficiencies with potential enhancement through Robotic Process Automation (RPA) and/or Artificial Intelligence (AI).

11. Identify and resolve issues in accordance with University policies and procedures and relevant legislation. Recommend changes to fees policy and procedures in line with legislation to facilitate effective decision making, reporting and planning.
12. Develop and maintain specialist knowledge in relation to the Student Financials module of Campus Solutions, relevant fee legislation and Federal government loan programs.
13. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
14. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
15. 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 Senior Officer, Student Finance reports to and receives broad direction from the Senior Manager, Student Finance. The position is responsible for providing operational supervision, coaching, and training to Student Finance staff.

The Senior Officer, Student Finance requires independent problem-solving skills and the capability to determine the need to escalate complex issues. The incumbent must demonstrate initiative, anticipate and resolve problems, and ensure issues are resolved satisfactorily and confidentially. The role requires the application of sound judgement when making decisions and providing advice.

The Senior Officer, Student Finance requires knowledge of relevant Higher Education and Vocational Education and Training (VET) legislation, contractual obligations and regulatory requirements. The Senior Officer, Student Finance must have a comprehensive knowledge of the University's obligations under Higher Education legislation including HESA and ESOS and be able to interpret this legislation to ensure compliance.

## Position and organisational relationships

The position works collaboratively with the corresponding Senior Officer, Student Finance to predict peaks in demand and schedule resources to ensure workloads are managed and shared to meet business requirements.

The position covers a range of functions and interacts with senior managers, academic and administrative staff both internal and external to the University. The position will be responsible for establishing and maintaining collaborative relationships with internal and external stakeholders and communicating effectively.

## 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 with subsequent relevant work experience; or
  - extensive experience and specialist expertise or broad knowledge in technical or administrative fields; 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 expertise and experience in Higher Education and TAFE Student Finance functions, processes, policies and procedures including the application of continuous improvement strategies to ensure efficient and effective operations.
2. Demonstrated ability to plan, organise and deliver tasks with multiple competing priorities to meet regulatory requirements within strict deadlines.
3. Demonstrated ability to supervise, support and develop staff to achieve objectives
4. Demonstrated interpersonal, teambuilding and strong written and verbal communication skills, including experience in developing and writing policies and procedures.
5. Demonstrated customer focus with an ability to relate to a diverse range of stakeholders in a cross-cultural context with a commitment to quality service delivery, continuous improvement and the ability to maintain confidentiality and deal with sensitive matters discreetly.
6. Demonstrated commitment to accuracy and attention to detail with knowledge of financial processes and advanced numeracy and literacy skills.
7. Demonstrated conceptual, analytical and problem-solving skills with the ability to solve problems independently and display judgment and initiative.
8. Demonstrated experience in the use of large IT based systems and the Microsoft suite of applications, in particular excel along with experience in implementing, monitoring and evaluating changes in system processes.
9. Demonstrated working knowledge and application of the Child Safety Standards.
10. 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.*