

Position Description



Position title:	Selection Administrator
School/Directorate/VCO:	Student Experience and Administration Services
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 4 range
Time fraction:	Full-time
Employment mode:	Fixed-term employment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Hannah Liston, Coordinator, Selection and Scholarships Telephone: (03) 5327 6400 Email: h.liston@federation.edu.au
Recruitment number:	851073

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, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

Directorate

The Student Experience and Administration Services (SEAS) Directorate is led by the Dean of Students and Registrar and is part of the Deputy Vice-Chancellor Academic portfolio. The Directorate oversees the provision of services across the whole student lifecycle from inquiry to graduation. It includes student engagement, employability, equity, wellbeing, student advocacy, learning and academic skills, as well as student administration services, and contact centres. The Directorate works collaboratively across the University and has close links with external stakeholders including employers, industry groups and the community.

SEAS was founded on a vision informed by sector best practice and service excellence and is driven by the University's strategic goals. Its collective focus is to support and engage effectively with learners and prospective learners across their student journey. We strive to help our graduates to value life-long learning, achieve fulfilling careers and lives, and contribute to their communities. We provide personalised face-to-face and online services to meet individual needs, take a whole-of-person approach to supporting our students, and provide programs that equip graduates with essential skills to thrive in life after university.

Position summary

The Selection Administrator is responsible for providing support and assistance to the Coordinator, Selection and Scholarships, ensuring that admissions processes are transparent and compliant with internal and external requirements by delivering an efficient and effective service to domestic applicants who apply to study at Federation University.

Key responsibilities

1. Working within established systems and procedures, enter, generate and maintain system configuration to support admission processes.
2. Undertake the pre-assessment process including following up on incomplete applications, using developed processes and procedures.
3. Respond to admissions enquiries in a timely matter.
4. Generate admissions reports and statistics as required within pre-determined turnaround times.
5. In consultation with the Coordinator, Selection and Scholarships, action the deferrals process.
6. Identify training needs and provide assistance to the Coordinator, Selection and Scholarships and the Selection Officers.
7. Identify customer service initiatives to ensure the delivery of quality customer service to potential students.
8. Review and create templates for admissions related matters, including pre-assessment, TAC publications, adhering to strict turnaround times.
9. In consultation with the Coordinator, Selection and Scholarships, maintain admissions webpages to ensure accurate information is available to students, staff, and the community.
10. Provide support and feedback to the Coordinator, Selection and Scholarships to implement solutions for the continual improvement of customer service levels, processes, guidelines, and procedures.
11. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
12. Undertake the responsibilities of the position adhering to:
 - The Staff and Child Safe Codes 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 (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Selection Administrator reports to and works under the general direction of the Coordinator, Selection and Scholarships. The position is required to provide administrative and operational support to the Student Administration function and more broadly to SEAS during peak times. The position is required to have a working knowledge of policies, procedures and business processes related to Student Administration functions in order to provide factual advice.

The position is required to work independently as well as collaboratively within a team-based approach while ensuring compliance with relevant processes and guidelines.

Training and qualifications

Completion of a diploma level qualification with relevant work related experience; or completion of a Certificate IV with relevant work experience; or completion of a Certificate III with extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training with an emphasis on customer service related activities.

A Current Covid-19 vaccination certificate.

Position and Organisational relationships

The Selection Administrator will report directly to the Coordinator, Selection and Scholarships and will be required to work both independently and as part of a team. The position will work cooperatively with the internal and external stakeholders to ensure quality outcomes of the Student Admissions functions.

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:

1. Completion of a diploma level qualification with relevant work-related experience; or completion of a Certificate IV with relevant work experience; or completion of a Certificate III with extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.
2. A Current Covid-19 vaccination certificate.
3. Demonstrated organisational skills including the ability to prioritise tasks, achieve goals within established timeframes and operate in a methodical manner paying particular attention to detail.
4. Demonstrated high level written, oral and interpersonal skills including the ability to draft correspondence and reports, deal tactfully with people from a diverse range of backgrounds and provide basic advice and quality customer service at all levels.
5. Demonstrated ability to develop a thorough understanding of administrative policies and processes and apply this knowledge on a day-to-day basis.
6. Demonstrated problem solving, organisational and time management skills, with the ability to prioritise competing demands to meet deadlines.
7. Demonstrated ability to maintain strict confidentiality.
8. Demonstrated ability to work effectively both in a team and independently.
9. Demonstrated ability to collate, analyse and interpret data and prepare reports for operational purposes and to inform business decisions.
10. Demonstrated alignment with the University's commitment to child safety.

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.