

Position Description



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| Position title: | Service Officer, TAFE Student Administration |
| School/Directorate/VCO: | Student Experience and Administration Services (SEAS) |
| Campus: | SMB Campus. Travel between campuses may be required. |
| Classification: | Within the HEW Level 4 range |
| Time fraction: | Full-time |
| Employment mode: | Continuing employment |
| Probationary period: | This appointment is offered subject to the successful completion of a probationary period. |
| Further information from: | Jeneine Hevey, Coordinator TAFE, Student Administration Telephone: 03 5327 8513 E-mail: j.hevey@federation.edu.au |
| Recruitment number: | 851048 |

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

Student Administration is responsible for the delivery of effective, efficient, responsive and compliant student enquiry and administrative services across admissions, enrolments and progression.

The Service Officer is responsible for providing quality customer service to current and prospective students at all levels of study, assisting with enquiries through all modes of services including Customer Relationship Management System, e-mail, phone calls and face to face.

The position is based at the SMB Campus. Travel between Federation University Australia campuses and to other locations may be required.

Key responsibilities

1. Working within established systems and procedures, undertake accurate and efficient data entry of all administrative forms, including admissions applications, enrolments, enrolment amendments, withdrawals, leave from studies, transfers, credits and other relevant amendments to new and existing student enrolments ensuring they are completed within the timelines to meet our reporting and regulatory requirements.
2. Accurately respond to student and staff enquiries through all modes of service in line with service protocols and University policies and procedures and ensure that the best practice customer service standards are adhered to. Identify and refer complex and program enquiries to relevant staff members.
3. Ensure all enquiries responded to are accurately recorded and resolved in the Customer Relationship Management System and reflected in Student Management and Information Systems.
4. Provide assistance and advice to students with admissions and enrolment enquiries, cashiering, receipt and review of relevant administrative forms. In addition, provide students with general advice and direction to other University services.
5. Identify and refer students enquiring about program and progression advice to Student Administration Officer in a timely manner.
6. Work collaboratively with the Coordinator, TAFE Student Administration to provide operational and administrative support for Student Experience activities as required
7. Reflect and embed the University's Principles, Objectives and Strategic Priorities 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>.
8. 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 Service Officer reports to and works under the general direction of the Coordinator, TAFE Student Administration. The position is required to provide quality customer service and factual advice to prospective and current students and members of the public presenting at the SMB Campus or by other modes of enquiry ensuring that best practice customer service standards are adhered to. The position is also required to provide administrative support to Student Administration.

The Service Officer is required to develop and maintain a sound knowledge and understanding of general information relating to enrolments, scholarships, admissions, administration, enquiries and have an understanding of policies and procedures and business processes related to Student Administration functions.

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.

A Current Covid-19 vaccination certificate.

Position and Organisational relationships

The Service Officer reports to and receives general direction from the Coordinator, TAFE Student Administration. The position will be required to interact with a diverse range of internal and external clients, which often require discretion and confidentiality.

The Service Officer will also work collaboratively within Student Administration and with other areas of the University.

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 knowledge and experience in the provision and delivery of quality customer and administrative services including the ability to draft correspondence and reports, provide accurate advice and maintain efficient and effective record-keeping and filing systems and databases.
4. Demonstrated ability to prioritise work while paying attention to detail, meet deadlines and deal with confidential information.
5. Demonstrated interpersonal and communication skills, including the ability to deliver quality customer service.
6. Demonstrated computer literacy skills, including a working knowledge of Microsoft Office, and the proven ability to promptly acquire skills in the use of new systems and software packages.
7. Demonstrated ability to exercise initiative and work effectively, both independently and co-operatively, as required.
8. Demonstrated ability to develop a thorough understanding of administrative policies and processes and apply this knowledge on a daily basis.
9. 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.