STUDENT SERVICES OFFICER

DEPARTMENT/UNIT                  Academic and Student Services
FACULTY/DIVISION                 Faculty of Arts
CLASSIFICATION                  HEW Level 5
WORK LOCATION                   Clayton campus

ORGANISATIONAL CONTEXT
Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu

Monash Arts is one of the largest, most diverse and dynamic arts faculties in Australia, with particular strengths in the humanities, performing arts, languages and social sciences. We encourage the development of innovative studies that operate at the intersection of traditional academic disciplines. The Faculty delivers programs via eight schools and across six campuses, both in Australia and offshore, with courses ranging from undergraduate diplomas and degrees through to postgraduate coursework and research degrees. Monash Arts is justly proud of the research capacity of its staff, who work at the cutting edge in their fields and carry this expertise and enthusiasm into their teaching. To learn more about Monash Arts, please visit our website: www.future.arts.monash.edu

POSITION PURPOSE
This position works under the general direction of the Coordinator, Student Services and is expected to develop the skills and knowledge to operate autonomously as a member of the Student Service team on a day-to-day basis. The position is also expected to participate in short and long term planning for the provision of student administrative services to approximately 7,500 coursework students and the development and implementation of a quality management program.

The Student Services Officer is part of a multi-disciplinary team which provides a high level of student-focused services on the Clayton and/or Caulfield campus. The position is responsible for student administrative processes including admissions, enrolment, course advice, credit, academic progress and course completions. The position provides procedural advice on undergraduate and postgraduate policy to enable the team to efficiently and effectively service the needs of the coursework students.

Reporting Line: The position reports to the Coordinator, Student Services
Supervisory Responsibilities: Not applicable
Financial Delegation: Not applicable

Modified date: November 2019
Budgetary Responsibilities: Not applicable

**KEY RESPONSIBILITIES**

1. Provide accurate and up-to-date advice on the administration of courses offered on all campus
2. Apply University and Faculty policy to provide advice and information to assist students in managing their enrolment such as advice on course structure and progression, credit, results and related issues
3. Ensure web based documentation and systems for which this position is responsible is accurate and up to date
4. Assist in coordination of and participate in faculty and university activities, such as faculty enrolment days, course information sessions, and open days for international and local students
5. Provide accurate, efficient and timely information about Faculty and University programs, activities and services to students, staff and general community
6. Process admissions, including direct admissions, single unit, course transfer and cross-institutional and complementary study
7. Communicate with prospective and current students, face-to-face, on the telephone and electronically
8. Liaise with other Faculty and University offices and service divisions to ensure that up-to-date and accurate student related-information is provided
9. Develop, review and document procedures and processes for which this position is responsible, and coordinate the maintenance of other documentation as required
10. Using the University’s student administration system, process student enrolments including enrolment amendments, maintenance of records and accuracy of data

**Strong Relationship Management**

11. Build and maintain effective working relationships with key stakeholders across the Faculty, University and external parties to ensure that outcomes are achieved in a cooperative and constructive manner
12. Foster a strong and positive culture, by modelling appropriate values and behaviours at all times

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - A tertiary degree with relevant experience, skills and expertise preferably in a higher education sector environment or an equivalent combination of relevant experience, education/training and skills

**Knowledge and Skills**

2. High level of written and verbal communication skills including the ability to draft a range of documentation, interact with a diversity of colleagues and clients and maintain confidentiality and discretion
3. Demonstrated high-level organisational skills, including the ability to set priorities, manage time, plan work to meet deadlines and work effectively under pressure
4. Good interpersonal skills to enable effective communication with a variety of people at different levels of the organisation and provide quality service in a client oriented environment
5. Demonstrated ability to work independently and be an effective team member, supporting and assisting team members to meet targets
6. Knowledge of faculty regulations and policies relating to student service functions as well as university services in order to provide accurate advice to staff, students and the public

7. Ability to exercise discretion and empathy with client needs

Desirable Criteria

8. Experience in or an understanding of the tertiary education sector

9. Broad awareness of University structures and processes

OTHER JOB RELATED INFORMATION

● Travel to other campuses of the University may be required
● There may be a requirement to work additional hours from time to time
● There may be peak periods of work during which taking of leave may be restricted
● A current satisfactory Working With Children Check is required

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.