Position Description

Title: Student Administration Officer

HEW Level: HEW 6

Faculty/Office: DVC (Academic)

Position Number: Multiple

Department/Team: Student Administration

Date: March 2018

Position Purpose: To provide advice and administrative support to students and staff and contribute to the improvement of service delivery across all aspects of the student life cycle.

ORGANISATIONAL CONTEXT

The portfolio of the Deputy Vice Chancellor Academic oversees the strategic learning and teaching framework for the University and has overall responsibility for the planning, quality and delivery of education provided to Macquarie University’s undergraduate and postgraduate students.

Its mission is to create a connected learning community dedicated to the service of its students through provision of creative and innovative learning experiences, building deep and broad graduate capabilities and fostering a culture that supports excellence.

As one of the largest functions within this portfolio, the Student Lifecycle team provides support and advice and manages the administrative processes associated with all aspects of the current student lifecycle from enrolment through to graduation.

Other teams within Student Administration include Admissions, Curriculum and Planning and Scholarships/Prizes and Student Connect.

ORGANISATION CHART
<table>
<thead>
<tr>
<th>KEY ACCOUNTABILITIES</th>
<th>POSITION CONTEXT</th>
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</thead>
<tbody>
<tr>
<td>• Provide advice and support to students and staff on student administration systems, policies, procedures and processes.</td>
<td>Reports to Team Leader, Current Students</td>
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<td>• Handle escalated student cases.</td>
<td>Positions Reporting to Nil</td>
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<tr>
<td>• Review and process student lifecycle transactions and related student administration activities.</td>
<td>Key Direct Clients</td>
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<td>• Liaise with faculty staff to resolve exceptions to standard student administration processes.</td>
<td>• Current MQ students</td>
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<tr>
<td>• Identify, recommend, contribute to the development of and collaborate with other staff to implement improvements to student administration policies, systems, processes and procedures and the experience of these for students.</td>
<td>• Faculty Student Administration teams</td>
</tr>
<tr>
<td>• Collect, analyse and report on student profiles, trends in student activity and issues related to student administration services and the experience of these for students.</td>
<td>• Associate Deans, L&amp;T</td>
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<tr>
<td>• Provide coaching and support to Student Administration Assistants and casual staff</td>
<td>• Members of Committees and Faculties (as appropriate)</td>
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<tr>
<td>• Provide support to other Student Administration teams to deal with peak periods within the student lifecycle.</td>
<td>Other Key Relationships</td>
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<tr>
<td>• Comply with relevant EEO and WHS regulations</td>
<td>• Other Student Administration teams</td>
</tr>
<tr>
<td>• Perform any other duties as required and appropriate for the classification of this position</td>
<td>• Student Connect staff</td>
</tr>
<tr>
<td></td>
<td>• Faculty Student Administration teams</td>
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<td></td>
<td>• Individual Academics</td>
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<td>• Governance Services</td>
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<td>• Head of Departments</td>
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<td>• Other external contacts</td>
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<td></td>
<td>Budget Accountability Nil</td>
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<td>Role-specific Conditions Nil</td>
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<td>Scope and autonomy</td>
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<td></td>
<td>Problem Solving</td>
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<td></td>
<td>Within defined parameters, adapts and develops processes, procedures, systems and/or techniques that impact how work is performed.</td>
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<tr>
<td></td>
<td>Regularly identifies, designs, develops and implements improvements to work procedures, practices, systems and/or techniques.</td>
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</table>
## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

<table>
<thead>
<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
</tr>
<tr>
<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<tr>
<td><strong>Communication</strong>: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<tr>
<td><strong>Service Focus</strong>: Making students, staff, alumni and other key contacts and their needs a priority.</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</td>
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<tr>
<td><strong>Relationship Management</strong>: Establishing effective working relationships with others.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Teamwork</strong>: Working in collaboration with others to achieve shared goals.</td>
<td><strong>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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<tr>
<td>REQUIRED KNOWLEDGE</td>
<td>KEY EXPERIENCES</td>
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<tr>
<td>----------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Qualifications, technical and/or professional skills and information needed from</td>
<td>Practical experiences and exposure to specific environments or activities related</td>
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<tr>
<td>day one for successful performance.</td>
<td>to successful performance.</td>
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<tr>
<td>Degree or equivalent experience in business administration or relevant discipline</td>
<td>Working in student administration or other complex environments</td>
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<tr>
<td>Computer skills including Microsoft Office and internet</td>
<td>Working with student administration systems</td>
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<tr>
<td>Knowledge of student administration processes and program/degree structures</td>
<td>Providing advice to students and resolving student issues</td>
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<tr>
<td>Understanding of the higher education environment</td>
<td>Providing advice and support to academic and professional staff</td>
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<tr>
<td>ACQUIRED KNOWLEDGE</td>
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<tr>
<td>Organisational and/or professional skills and information to be developed within</td>
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<td>the first 3 to 6 months in the role for successful performance.</td>
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<tr>
<td>Knowledge of University policies, systems, processes and procedures and</td>
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<td>how to adapt these at the faculty/office level.</td>
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<tr>
<td>Knowledge of what other areas of the University do and how they interact</td>
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