Position Description

Title: Student Administration Assistant  
HEW Level: HEW 5

Faculty/Office: DVC Student & Registrar  
Position Number: NEW

Department/Team: Student Administration  
Date: November 2015

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

ORGANISATIONAL CONTEXT

The portfolio of the Deputy Vice-Chancellor (Student & Registrar) is accountable for the delivery of the student experience in relation to administration, wellbeing and engagement.

Within the Office of the Deputy Registrar, the Student Administration teams provide support and advice, and manage the administrative processes associated with all aspects of the student lifecycle.

The Admissions team is focused on the processes, policies, rules and activities related to admitting students into Macquarie University programs, from the point at which a formal expression of interest is made by a potential student, through to acceptance of offer.

The Lifecycle team is focused on the processes, policies rules and activities related to student administration from first time enrolment through to completion.

The Curriculum & Planning team is focused on the processes, policies, rules and activities related to developing and maintaining the curriculum of programs offered by Macquarie University.
### KEY ACCOUNTABILITIES
- Provide advice and support to students and staff on student administration systems, policies, procedures and processes.
- Review and process admissions and student lifecycle transactions and related student administration activities.
- Contribute to initiatives and collaborate with other staff to implement improvements to student administration processes and procedures and the experience of these for students.
- Collect and contribute to the analysis and reporting of student profiles, trends in student activity and issues related to student administration services and the experience of these for students.
- Provide support to other Student Administration teams to deal with peak periods within the student lifecycle.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and as appropriate.

### POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Team Leaders in Admissions, Lifecycle, or Curriculum &amp; Planning Manager</th>
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<tbody>
<tr>
<td>Positions Reporting to:</td>
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<tr>
<td>Key Direct Clients:</td>
<td>All staff and students</td>
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<tr>
<td>Other Key Relationships:</td>
<td>Other Student Administration staff, Student Connect staff, Student Systems &amp; Business Solutions (SBSS), Faculty and Office staff</td>
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<td>Budget Accountability:</td>
<td>Nil</td>
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<td>Role-specific Conditions:</td>
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<tr>
<td>Scope and autonomy</td>
<td>Work tasks may require interpretation, decisions and advice within the scope of defined systems, processes, procedures and techniques.</td>
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<tr>
<td>Problem solving</td>
<td>Draws on own knowledge and experience to analyse problems and develops and implements solutions.</td>
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## CAPABILITY FRAMEWORK

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

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<tr>
<th>COMPETENCIES Clusters of behaviours required for successful performance.</th>
<th>ATTRIBUTES Personal qualities related to successful performance.</th>
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<tbody>
<tr>
<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<td><strong>Communication</strong>: Effectively grasping and conveying ideas and concepts to others.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Service Focus</strong>: Making students, staff, key contacts and their needs a priority.</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<td><strong>Team work</strong>: Working in collaboration with others to achieve shared goals.</td>
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## REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- An understanding of the tertiary education environment.
- Customer service practices and principles.
- Computer skills including Microsoft Office and internet.

## KEY EXPERIENCES
Practical experiences and exposure to specific environment or activities related to successful performance.

- Working in administration.
- Working in customer service.
- Working as part of a team.

## ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months for successful performance.

- Knowledge of Student Administration functions and structure.
- Knowledge of Student Administration policies, systems, processes and procedures.
- Understanding of how University policies, systems, processes and procedures are applied at the faculty/office level.
- Knowledge of how the University works and how relevant functions across the University interrelate.
**SELECTION CRITERIA**

Student Administration Assistant (Level 5)

The selection criteria forms the basis of the selection process. There is no requirement to submit responses to the selection criteria as part of the expression of interest process.

- Demonstrated experience in providing advice and guidance to staff and students.
- Demonstrates a strong commitment, skills and experience in delivering customer service.
- Demonstrated accuracy and quality when completing tasks.
- Demonstrated experience working in a team as well as individually.
- Strong computer skills including Microsoft Office and internet.