## Position Description

<table>
<thead>
<tr>
<th>Title:</th>
<th>Student Administration Assistant</th>
<th>HEW Level:</th>
<th>HEW 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty/Office:</td>
<td>Executive Director, Student Engagement and Registrar/ Student Administration</td>
<td>Position Number:</td>
<td>0000067964</td>
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<tr>
<td>Department/Team:</td>
<td>New Students</td>
<td>Date:</td>
<td>June 2018</td>
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### Position Purpose:
To provide advice and administrative support to students and staff across various 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.

The mission of the Office of the Executive Director, Student Engagement and Registrar is to deliver within the University’s Student Success Framework, a wide range of services, advice and information to all student cohorts throughout their learning journey.

Functions within this portfolio promote good University and student governance and deliver student and academic administration processes, systems and service from admission to graduation. It also promotes student welfare through the provision of student wellbeing services.

The New Students team is involved in various activities that deliver enrolment and assessment Recognition of Prior Learning for both commencing and continuing students. The team works closely together and with other teams across the University to deliver these outcomes within tight timeframes.

### ORGANISATION CHART

```
      Director, Student Administration
        /            \
  Team Leader, New Students
    /            \
Student Administration Adviser
    /            \
Student Administration Officer
    /            \
Student Administration Assistant
```
### KEY ACCOUNTABILITIES

- Provide advice and support to students and staff on student administration systems and processes.
- Understand and interpret policies and procedures so that tailored, accurate and timely advice can be provided to staff and students.
- Review and administer processes assisting with enrolments and Recognition of Prior Learning tasks 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 appropriate for the classification of this position.

### POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to</th>
<th>Team Leader – New Students</th>
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<tbody>
<tr>
<td>Positions Reporting to</td>
<td>Nil.</td>
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</table>
| Key Direct Clients | • New commencing students  
                      • Current Macquarie students  
                      • Faculty Student Administration teams  
                      • Academic staff |
| Other Key Relationships | • Other Student Administration teams  
                          • Student Connect staff  
                          • Faculty Student Administration teams |
| Budget Accountability | Nil. |
| Role-specific Conditions | Nil. |
| Scope and autonomy | Work tasks may require interpretation, decisions and advice within the scope of defined systems, processes, procedures and techniques. |
| Problem Solving | Draws on own knowledge and experience to analyse problems and develops and implements solutions. |
## 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>
</tr>
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<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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<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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<tr>
<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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### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Degree or equivalent experience in business administration or relevant discipline
- Computer skills including Microsoft Office and internet
- Understanding of the higher education environment

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

- Knowledge of University policies, systems, processes and procedures and how to adapt these at the faculty/office level.
- Knowledge of what other areas of the University do and how they interact with the faculty/office.

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

- Working in student administration or other complex environments
- Working with student administration systems
- Providing advice to students and resolving student issues
- Providing advice and support to academic and professional staff