# Position Description

<table>
<thead>
<tr>
<th>Title:</th>
<th>Student Migration Officer</th>
<th>HEW Level:</th>
<th>HEW 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty/Office:</td>
<td>DVC (Academic)</td>
<td>Position Number:</td>
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<tr>
<td>Department/Team:</td>
<td>Student Administration</td>
<td>Date:</td>
<td>July 2019 (Project Role)</td>
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<tr>
<td>Position Purpose:</td>
<td>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.</td>
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## ORGANISATIONAL CONTEXT

The Deputy Vice Chancellor (Academic) oversees the planning, quality and delivery of education experience provided to Macquarie University’s undergraduate and postgraduate students. A key area in this portfolio is the Office of the Executive Director, Student Engagement and Registrar.

Functions within the Office of the Executive Director, Student Engagement and Registrar are responsible for supporting personal, social and professional success of students to graduation. The admission areas within the portfolio are responsible for maintaining an:

- Integrated service delivery model that supports comprehensive connected services, systems and information
- Effective and accessible student policies and procedures
- Services and programs that support student wellbeing
- Engaging student life that promotes student belonging, retention and success

The Beacon Program of work, which includes major IT projects, changes to business processes, service delivery and student experience is a major stream of work within the Student Success Strategic Framework. It critically underpins the delivery of Curriculum Transformation which in turn is fundamental to Student Success.

## ORGANISATION CHART

![Organisational Chart](chart.png)
### KEY ACCOUNTABILITIES

- Review and process student migration transactions and related activities to ensure a smooth and accurate service for students.
- Provide advice and support to Casual staff transacting student migration systems, procedures and processes.
- Liaise with faculty staff to resolve exceptions to standard student migration processing.
- Ensure quality control measures are implemented to minimise data entry errors and ensure a high level of accuracy in migration processing.
- Handle escalated queries relating student migration processing.
- Contribute to the development of the student migration processes and collaborate with other staff to ensure high accuracy and quality data migration.
- Collect, analyse and report on student migration rates, and highlight issues relating to migration processes, and the impact on student experience.
- Provide coaching, mentoring and daily support to Casual staff.
- Provide support to other Student Administration teams to deal with peak periods within the Project.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for the classification of this position.

### POSITION CONTEXT

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<tr>
<th>Reports to</th>
<th>Project Officer - Program Beacon</th>
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<tbody>
<tr>
<td>Positions Reporting to</td>
<td>Nil</td>
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</tbody>
</table>
| Key Direct Clients | • Project Beacon team  
  • Current MQ students  
  • Faculty Student migration teams  
  • Associate Deans, L&T |
| Other Key Relationships | • Other Project teams  
  • Student Administration staff  
  • Faculty Student Administration teams  
  • Individual Academic Departments |
| Budget Accountability | Nil |
| Role-specific Conditions | Nil |
| Scope and autonomy | Within defined parameters, adapts and develops processes, procedures, systems and/or techniques that impact how work is performed. |
| Problem Solving | Regularly identifies, designs, develops and implements improvements to work procedures, practices, systems and/or techniques. |
### 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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<thead>
<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</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>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<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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<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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<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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<td></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
- Knowledge of student administration processes and program/degree structures
- 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.
- Knowledge of what other areas of the University do and how they interact with Student Administration

**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
- High volume data entry and quality assurance
- Providing advice to students and resolving issues
- Providing advice and support to academic and professional staff