Position Description

Title: Student Administration Assistant
HEW Level: HEW Level 4

Faculty/Office: Macquarie University International College (MUIC) and English Language Centre (ELC)

Department/Team: MUIC - ELC Operations
Date: 23 January 2018

Position Purpose: To provide first point of service to students of MUIC and ELC, and provide administrative support to the Student Services and Governance Teams.

ORGANISATIONAL CONTEXT

All operational functions for both the Macquarie University International College (MUIC) and the English Language Centre (ELC) are performed by the MUIC-ELC Operations Teams. Staff employed in these teams are responsible for general operations as well as governance and student services activities for both MUIC and the ELC.

MUIC provides local and international students with an alternative pathway to the University’s undergraduate degree offerings. At MUIC, students can complete a Foundation or Intensive program to enter the first year of a Macquarie University undergraduate degree, or a Diploma program to then enter the second year of a Macquarie University undergraduate degree.

The ELC prepares international students for university study through the delivery of English language and academic literacy programs. At ELC, students can study a Direct Entry preparation program, Academic English, General English or a Study Tour program as a stand-alone offering, or as preparation for university study.

MUIC and the ELC are fully integrated teaching units of the University.

ORGANISATION CHART

- Associate Director Operations
  - Governance Manager
  - Student Services Manager
  - Operations Manager
    - Student Advisors
    - Student Engagement Coordinator
    - Student Administration Team Leader
      - Student Administrator
      - Student Administration Assistant 2FTE
### Key Accountabilities
- Respond to, and appropriately escalate, enquiries from students and future students at the MUIC-ELC Student Desk and via email, phone and other mediums.
- Undertake transactional administrative tasks across the student lifecycle, from pre-enrolment to completion/articulation, to support the activities of the Student Services and Governance Teams.
- Provide administrative support for student compliance activities of the Student Services and Governance Teams, including attendance and academic progression monitoring and reporting, and discipline matters.
- Maintain accurate student records using the MUIC-ELC student management systems.
- Provide administrative assistance and follow up for Committees as directed.
- Support student engagement activities and events as required, including information events for future students.
- Maintain effective relationships with key stakeholders within MUIC-ELC and central services in particular Student Connect, Student Administration/Lifecycle, Admissions, International Office (MI) and Campus Life.
- Assist with the development and continuous improvement of student communications in particular templates and program-related information.
- Support the implementation and/or improvement of student focused administrative systems, processes and procedures with the aim of improving service delivery.
- Assist with data collation and analysis to support administrative activities, reporting and operational efficiency.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

### Position Context

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<tr>
<th>Reports to:</th>
<th>Student Administration Team Leader</th>
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<td>Positions Reporting to:</td>
<td>N/A</td>
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| Key Direct Clients: | • MUIC and ELC Students  
• Prospective students  
• MUIC-ELC Student Services & Governance Teams  
• MUIC-ELC Leaders  
• MUIC-ELC program & teaching staff |
| Other Key Relationships: | • Student Administration/Lifecycle  
• Student Connect  
• Student Systems  
• Campus Wellbeing and Support Services  
• Macquarie International  
• Campus Engagement  
• Immediate team members |
| Budget Accountability: | Nil |
| Role-specific Conditions: | N/A |
| Scope and autonomy | Decides when and how to perform variable tasks of greater complexity within the scope of established processes and priorities. |
| Problem solving | Applies knowledge of standard processes, procedures, systems and/or techniques to identify and implement solutions to problems. |
## 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 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>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<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>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Teamwork</strong>: Working in collaboration with others to achieve shared goals.</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.

- Knowledge of student administration processes and the pathways and higher education environments.
- Customer service skills.
- Administration skills.
- Computer skills including Microsoft Office and internet.

### ACQUIRED KNOWLEDGE

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

- Knowledge of University, MUIC and ELC functions and structures.
- Knowledge of University, MUIC and ELC policies, procedures and processes.
- Knowledge of MUIC and ELC programs and articulations.
- Knowledge of University systems, databases and software applications.
- Knowledge of other areas of the University and how they interact with MUIC and ELC.

### KEY EXPERIENCES

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

- Working in a high volume student/customer administration environment.
- Providing administrative support through different mediums.
- Demonstrated experience providing accurate and quality advice to customers.
- Working proactively and effectively as part of a team.
- Working in a culturally sensitive environment, including working with customers and colleagues from diverse cultural backgrounds.