



Position Description

College/Division:	ANU College of Physical & Mathematical Sciences
Faculty/School/Centre:	Research School of Astronomy & Astrophysics (RSAA)
Department/Unit:	Administration Office
Position Title:	Student Administration Officer
Classification:	ANU Officer Grade 5
Position No:	
Responsible to:	Senior School Administrator
Number of positions that report to this role:	0
Delegation(s) Assigned:	0

PURPOSE STATEMENT

RSAA administers education activities and provides a comprehensive range of administrative and support services to undergraduate, postgraduate and higher degree research students of the School and related Centre's of Excellence (CoEs), including internships for the Advance Instrument Technology Centre (AITC). This position provides high quality customer service and administrative support regarding the student lifecycle to stakeholders, including students, academic and professional staff and the wider university community.

KEY ACCOUNTABILITY AREAS

Position Dimension & Relationships:

The Student Administration Officer reports to the Senior School Administrator and works closely with other members of the School, CoEs and the AITC. The Student Administration Officer is responsible for the provision of day-to-day administration support for student-related activities, ensuring data accuracy and integrity and timely escalation of more complex aspects to the relevant team members.

Role Statement:

Under the general direction of the Senior School Administrator, the Student Administration Officer will:

1. Communicate effectively with stakeholders to provide a good customer service experience.
2. Respond to enquiries in person or via telephone and email in a professional and timely manner.
3. Provide accurate and in depth advice in relation to the coursework and research student lifecycle (admission, enrolment, fees, scholarships, prizes, program management and graduation) in accordance with University rules, policies and procedures while demonstrating a thorough understanding of the University's support services.
4. Assist the School in the execution of administrative procedures including the maintenance of student records in the Student Administration System and the Electronic Records Management System.
5. Assist with the timely preparation and distribution of periodic and ad hoc student and academic program reports.
6. Assist with the implementation and roll-out of various local or University-wide student-related projects, providing timely and high-quality support.
7. Liaise with colleagues across campus, developing a broad base of student administration skills, and actively participate in the continuous improvement of student related processes and quality service delivery.
8. Comply with all ANU policies and procedures, in particular those relating to work health and safety and equal opportunity
9. Other administrative duties as consistent with the classification of the position as required.

SELECTION CRITERIA

1. Demonstrated experience in an administration role in a complex environment or an equivalent combination of relevant experience and education / training, preferably within a tertiary education environment.
2. Demonstrated high level customer service and effective communication skills with an ability to consult and liaise effectively with a wide range of stakeholders in a culturally diverse environment.
3. Sound knowledge of and interest in student administration practices, including the ability to interpret and apply policies, procedures and legislative requirements.
4. Proven organisational skills and attention to detail, with a demonstrated ability to prioritise own workload and to work effectively both independently and as part of a team, meeting competing deadlines and delivering high quality outcomes.
5. Demonstrated experience using information systems including the ability to generate complex reports and demonstrated skills using the MS Office suite, in particular Excel.
6. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

Supervisor/Delegate Signature:		Date:	
Printed Name:	Milica Symul	Uni ID:	

References:

[General Staff Classification Descriptors](#)



Australian
National
University

Pre-Employment Work Environment Report

Position Details

College/Div/Centre	CPMS	Dept/School/Section	Student Administration
Position Title	Student Administration Officer	Classification	ANU05
Position No.		Reference No.	

In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
- This form is used to advise potential applicants of work environment issues prior to application.
- Once an applicant has been selected for the position consideration should be given to their inclusion on the University's Health Surveillance Program where appropriate – see . http://info.anu.edu.au/hr/OHS/Health_Surveillance_Program/index.asp
Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see 'Employment Medical Procedures' at http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp

Potential Hazards

<ul style="list-style-type: none"> • Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a regular or occasional part of the duties. 					
TASK	regular	occasional	TASK	regular	occasional
key boarding	✗		laboratory work		
lifting, manual handling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	work at heights	<input type="checkbox"/>	<input type="checkbox"/>
repetitive manual tasks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	work in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>
catering / food preparation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>
fieldwork & travel	<input type="checkbox"/>	<input type="checkbox"/>	electricity	<input type="checkbox"/>	<input type="checkbox"/>
driving a vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
NON-IONIZING RADIATION			IONIZING RADIATION		
solar			gamma, x-rays		
ultraviolet	<input type="checkbox"/>	<input type="checkbox"/>	beta particles	<input type="checkbox"/>	<input type="checkbox"/>
infra red	<input type="checkbox"/>	<input type="checkbox"/>	nuclear particles	<input type="checkbox"/>	<input type="checkbox"/>
laser	<input type="checkbox"/>	<input type="checkbox"/>			
radio frequency	<input type="checkbox"/>	<input type="checkbox"/>			
CHEMICALS			BIOLOGICAL MATERIALS		
hazardous substances			microbiological materials		
allergens	<input type="checkbox"/>	<input type="checkbox"/>	potential biological allergens	<input type="checkbox"/>	<input type="checkbox"/>
cytotoxics	<input type="checkbox"/>	<input type="checkbox"/>	laboratory animals or insects	<input type="checkbox"/>	<input type="checkbox"/>
mutagens/teratogens/ carcinogens	<input type="checkbox"/>	<input type="checkbox"/>	clinical specimens, including blood	<input type="checkbox"/>	<input type="checkbox"/>
pesticides / herbicides	<input type="checkbox"/>	<input type="checkbox"/>	genetically-manipulated specimens	<input type="checkbox"/>	<input type="checkbox"/>
			immunisations	<input type="checkbox"/>	<input type="checkbox"/>
OTHER POTENTIAL HAZARDS (please specify):					

Supervisor's Signature:		Print Name: Milica Symul	Date:	
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