Position Description

College/Division: Student Administration and Academic Services
Department/Unit: Academic Standards and Quality Office (ASQO)
Position Title: Administrative Officer (Student Compliance)
Classification: ANU Officer 5 (Administration)
Position No: -
Responsible to: Deputy Manager, Academic Standards and Quality Office (ASQO)
Number of positions that report to this role: -
Delegation(s) Assigned: -

PURPOSE STATEMENT:
The Academic Standards and Quality Office (ASQO) contributes to the University’s strategic objective to provide an excellent educational experience for its students through delivery of administrative functions which support the student and academic lifecycle, and has oversight of the student related rules, regulations and policies that support the ANU community. ASQO is responsible for delivering efficient and effective services to the ANU community in the critical areas of regulatory compliance and reporting, international student compliance, educational governance and policy administration.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:
Under the general direction of the Deputy Manager (Policy and Compliance), the Administrative Officer (Student Compliance) provides administrative support across the areas of University compliance, US Financial Aid, and support for users of the University rules, regulations and policies.

Role Statement:
Under the general direction of the Deputy Manager (Policy and Compliance), Academic Standards and Quality Office (ASQO) the Administrative Officer (Student Compliance) will:

- Provide efficient and high quality customer service to stakeholders. Act as the first point of contact for providing preliminary advice on government and university legislation, policies and procedures, escalating more complex enquiries to appropriate team members.
- Interpret, accurately apply and advise stakeholders on government and University legislation, policies and procedures.
- Maintain an up to date knowledge of industry standards of the higher education sector.
- Maintain data in the Student Administration System, PRISMS, and the Electronic Records Management System and undertake administrative and processing tasks.
- Provide interpretation, advice and decisions on requests from stakeholders and develop enhancements and amendments to processes that support the work of the section.
- Assist with the provision of training to small groups.
- Contribute to the University’s critical reporting deadlines, both internal and external (e.g. Department of Education in Australia and the United States).
- Build and maintain strong relationships with key internal and external stakeholders.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
- Perform other duties as directed, consistent with the classification level of the position and in line with the principle of multi-skilling.

For assistance please contact HR Division Ph. 6125 3346
SELECTION CRITERIA:

1. Relevant qualification and demonstrated experience in an administrative role in a complex environment, preferably in the higher education sector or an equivalent combination of relevant experience and education/training. Understanding and/or knowledge in providing advice to international students, in particular related to the ESOS Act, Student Visa Regulations or US Financial Aid will be highly regarded.

2. Sound knowledge of administrative practices, including the ability to interpret, adapt and apply policies, procedures and legislative requirements.

3. Demonstrated ability to assess priorities and manage competing deadlines whilst providing accurate advice, both independently and as a member of a team.

4. 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.

5. Demonstrated analytical and problem solving skills including the ability to plan, evaluate and recommend options to streamline and improve work processes.

6. Experience and proficiency with computer-based information retrieval systems and databases and in undertaking complex data investigations.

7. Demonstrated level of knowledge, understanding and application of equal opportunity and OH&S principles as they relate to employment and a commitment to their application in a university context.

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