



Position Description

College/Division:	Research & Innovation
Department/Unit:	Office of the Dean, Higher Degree Research
Position Title:	HDR Officer
Classification:	ANU05 (Administration)
Responsible to:	HDR Coordinator
Number of positions that report to this role:	0

PURPOSE STATEMENT:

The ANU Graduate Research Office delivers central higher degree research (HDR) administration and support services from recruitment through to examination. The office is client focused and aims to deliver seamless, responsive, consistent, and effective services, advice, and support to HDR candidates and staff through a single point of contact from enquiry and application through to graduation. The office has a key liaison function with the Colleges and Service Divisions and is part of the Office of the Dean, Higher Degree Research which provides the academic leadership, strategic direction and oversight of the University's Higher Degree Research Programs to ensure delivery of high-quality, internationally benchmarked research programs.

The HDR Officer is responsible for providing efficient administration on matters relating to all aspects of HDR student administration, contributing to the effective delivery of Graduate Research Office services and a positive experience with every contact.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

Under the routine supervision of the HDR Coordinators the successful candidate will administer processes across the HDR lifecycle as well as contributing to projects, continuous improvement and other development initiatives.

The HDR Officer builds and maintains effective working relationships with internal and external stakeholders to support the delivery of high quality services that deliver practical and supportive outcomes for HDR students, staff, and other stakeholders.

Role Statement:

- Provide accurate and timely processing of applications and transactions across the HDR Student lifecycle, escalating enquiries when needed and ensuring compliance with University policies and procedures.
- Provide accurate information and advice on a range of government and university legislation, policies and procedures to current and potential students and staff across the HDR lifecycle in a timely and professional manner.
- Provide high-quality administrative support, output documents, statistical data, and records relating to HDR candidates including drafting standard letters, reporting and maintaining student records.
- Liaise with relevant Service Divisions, HDR Candidates and Colleges regarding issues, investigating and problem-solving whilst actively and continuously contributing to improving processes from identified issues.
- Foster strong relationships with stakeholders and peers in the Research and Innovation Portfolio, relevant Service Divisions and ANU Colleges.
- Monitor applications and enquiries, following up with prospective and current candidates and stakeholders as required, appropriately escalating any issues with appropriate team members.
- Actively contribute to the continuous improvement of HDR services, and develop, and maintain relevant operating procedures.
- Actively contribute to a positive and professional work environment that fosters collaboration, empathy, teamwork, and a commitment to a seamless and positive experience for all stakeholders.

- Provide quality administrative support to senior members of staff within the GRO and Office of the Dean HDR as required.
- 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.

See the [classification descriptors for general staff](#)¹ and [minimum standards for academic staff](#)²

SELECTION CRITERIA:

1. Completion of a degree or completion of an advanced diploma/ diploma and relevant work experience in an administrative role and /or relevant education and training. Student Administration experience in a Tertiary Institution or experience in a high volume position requiring high attention to detail and accuracy in a complex environment will be highly regarded.
2. Sound knowledge of administrative practices, including the ability to interpret and apply policies, procedures and legislative requirements and to provide accurate advice to stakeholders.
3. Excellent interpersonal and communication skills, including the ability to consult and liaise effectively with colleagues, supervisors and key internal and external stakeholders.
4. Demonstrated commitment to high quality, flexible, and responsive customer service dealing efficiently and tactfully with sensitive and confidential matters.
5. Strong numerical, and problem solving skills, and proficiency using the Ms Office suite and data management systems. Experience using a large enterprise system including the ability to generate reports, analyse and provide data would be highly regarded.
6. Proven organisational skills and attention to detail, with a demonstrated ability to prioritise own workload and to work effectively and flexibly both independently and as part of a team, meeting competing deadlines and delivering high quality outcomes.
7. Demonstrated ability to learn new processes, actively contribute to process improvements, and develop expertise across a large range of processes. The ability to mentor, train, and support other staff members will be highly regarded.
8. A demonstrated general knowledge and understanding of the University's equal opportunity principles and policies and a commitment to their application in the workplace.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

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

References:

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)

¹[Schedule 5 - General staff classification descriptors - Human Resources - ANU](#)

²[Schedule 4 - Human Resources - ANU](#)