Position Description

College/Division: ANU College of Business and Economics
Faculty/School/Centre: Research School of Management
Department/Unit: School Administration
Position Title: Senior Student Administration Officer
Classification: ANU Officer Grade 6/7 (Administration)
Position No:
Responsible to: School Manager
Number of positions that report to this role: 2
Delegation(s) Assigned: D8

PURPOSE STATEMENT:
Within the Research School of Management, the Senior Student Administration Officer provides staff and students with comprehensive, high level support and quality service delivery across a diverse range of student administration activities. The role liaises with staff and students to provide robust advice and guidance on student related policies, procedures, services and initiatives supporting the achievement of the Research School of Management and University strategic goals.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:
The Senior Student Administration Officer works closely with the School Manager, Deputy Director (Education), members of the RSM student administration team and with student administration practitioners across campus, providing high quality student-related advice and service delivery. The role supports the manager in the implementation of various local and University-wide student-related initiatives to support student lifecycle improvements; supervision of junior team members may be required.

Our College values of Excellence, Robustness, Respect, Collegiality and Unity represent what we care about collectively. We refer to our College values to guide behaviour that helps ensure that we are treating one another well and are working together in the most effective way possible. Our Values and Behaviours are available here.

Role Statement:
Under broad direction of the School Manager, the Senior Student Administration Officer will:

- Coordinate operational aspects and provide high level and, at times, complex advice and services on a wide range of student administration matters, including admissions, enrolment, academic progress, coursework scholarships, quality assurance, timetabling and class scheduling, graduation, higher degree by research, program and course administration, quality service delivery, while ensuring compliance with the University’s policies, procedures and current legislation.

- Coordinate activities related to the student lifecycle and experience including: recruitment and student outreach; student induction events; alumni networks; RSM input to Open Day and orientation (O Week); and other student related activities, as needed.

- Coordinate and maintain student and course related web and print media content including class summaries and academic curriculum information.

- Coordinate the timely preparation and distribution of periodic and ad hoc student and academic curriculum reports, ensuring that information produced is accurate, undertaking thorough investigative action and analysis of enrolment and progression and presenting data with informed recommendations and/or solutions.
- Coordinate the support for academics in relation to business development activities and the implementation of Work Integrated Learning courses.
- Provide secretariat support to relevant committees.
- Initiate, develop and improve student related practices and processes, through continuous process improvement and best practice customer service to improve the student experience.
- Coordinate various local and University-wide student-related initiatives, ensuring timely and high-quality delivery, and in the mentoring and development of junior team members.
- Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling.
- Adhere to and model the CBE Values and Behaviours of Excellence, Robustness, Respect, Collegiality and Unity.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.

**SELECTION CRITERIA:**

1. Degree in a relevant field with demonstrated experience in student administration in a complex organisation or an equivalent combination of relevant experience and education/training. Experience in the higher education sector will be highly regarded.
2. Demonstrated experience with administrative practices in a complex organisation and the ability to interpret and apply policies, procedures and legislative requirements.
3. Demonstrated analytical and problem-solving skills and a high degree of attention to detail, with a proven ability to use initiative, investigate issues, collect and analyse data and to make evidence based recommendations.
4. Proven organisational skills and ability to prioritise own workload and to work effectively both independently and as part of a team, meeting demanding and competing deadlines while delivering high quality outcomes.
5. Demonstrated high-level communication skills with experience producing various reports and an ability to consult and liaise effectively with stakeholders in a culturally diverse environment.
6. Highly developed computer skills, including proficiency using a large enterprise system and MSOffice suite.
7. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.

*ANU Officer Levels 6 and 7 are broad banded in this stream. It is expected that at the higher levels within the broadband occupants, through experience, will have developed skills and expertise enabling them to more independently perform the full range of duties at a higher level, and that more time will be spent on the more complex functions of the position.*

*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.*

**References:**

- [Professional Staff Classification Descriptors](#)
- [Academic Minimum Standards](#)