



**Australian  
National  
University**

## Position Description

<b>College/Division:</b>	ANU College of Asia and the Pacific (CAP)
<b>Faculty/School/Centre:</b>	CAP Student Centre
<b>Department/Unit:</b>	College Administration
<b>Position Title:</b>	Student Administration Officer
<b>Classification:</b>	ANU Officer Grade 5 (Administration)
<b>Responsible to:</b>	Senior Student Administrator
<b>Number of positions that report to this role:</b>	0
<b>Delegation(s) Assigned:</b>	None

### PURPOSE STATEMENT

The ANU College of Asia and the Pacific (CAP) plays a leading role in intellectual engagement with the Asia-Pacific region through research, teaching and contributions to public debate and seeks to set the international standard for scholarship concerning the region. The College seeks to excel in research, education and outreach, and engage in public debate nationally and internationally, to advance the objectives of the *ANU by 2020* strategic plan.

The CAP Student Centre coordinates student, education, student mobility and scholarship administration for the College, with a focus on delivering key objectives in the CAP Operational Plan and Education Plan. The Student Administration Officer is involved in the daily administration of education programs across the College and provides efficient and effective services aligned with the achievement of CAP strategic and operational goals in the areas of student support and business process improvement.

### KEY ACCOUNTABILITY AREAS

#### Position Dimension & Relationships:

The Student Administration Officer reports to the Senior Student Administration Officer and works closely with the Student Administration team to fulfil the objectives of the College Operational and Education Plans. The Student Administration Officer is responsible for providing advice and information on all aspects of the student life cycle, from admission to graduation, and the interpretation and application of policy and procedures associated with student administration matters. The Student Administration Officer is also expected to develop effective working relationships with academic program coordinators and student support staff in Schools and Centres.

Staff of the CAP Student Centre work in a dynamic teamwork environment, with shared priorities during peak activity periods and the opportunity for job rotation as part of individual career planning and the ongoing assessment of operational needs.

#### Role Statement:

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

1. Provide advice and assistance to students and academic staff on the interpretation and application of rules, policies and procedures in relation to award programs including advice on course selection, program structure and progression requirements, admission, enrolment, examinations and academic performance, support programs and services, mobility opportunities, prizes and scholarships, and graduation.
2. Respond to enquiries and provide oral and written advice and information on the education programs of the College to staff and students as well as individuals and organisations external to the University.
3. Undertake effective processing of student enrolments, results, graduations and various other student transactions, including enrolment variations, course credit applications, and program transfers.

4. Contribute to the Student Centre team through the development of procedures relating to student support and services.
5. Prepare and maintain electronic records and information systems, publications and information guides, including sections of relevant websites and maintain student information resources, including the ANU Programs and Courses system.
6. In partnership with the Schools and Centres, assist in the coordination of course scheduling, class timetabling and room bookings for coursework programs. Assist in events management and the promotion of research training and educational opportunities in CAP
7. Assist with the preparation of reports on various aspects of the College's education operations, including the collection and analysis of relevant statistical data.
8. Comply with all ANU policies and procedures and in particular those relating to work, health and safety, and equal opportunity.
9. Undertake, as directed, other duties consistent with the classification level of the position and in line with the principles of multi-skilling.

## SELECTION CRITERIA

1. Demonstrated experience in administration in a university or similar environment with a commitment to high level customer service. Past experience in either Undergraduate or Higher Degree Research (HDR) student support would be an advantage.
2. Demonstrated ability to understand and interpret policies and procedures, and effectively communicate key information to others.
3. Proven ability to identify problems and propose innovative solutions, using initiative and sound judgement.
4. Proven ability to work effectively in a team environment and independently as well as the ability to organise and prioritise workload to meet regular and conflicting deadlines.
5. Demonstrated strong analytical and literacy skills with a high degree of attention to detail and accuracy.
6. A demonstrated understanding of equal opportunity principles and policies, and a commitment to their application in a university context.

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	31/3/2017
Printed Name:	Suzy Andrew	<b>Uni ID:</b>	U5255346

## References:

[Professional Staff Classification Descriptors](#)