Australian National University	**Position Description**

College/Division:	ANU College of Engineering & Computer Science (CECS)
Faculty/School/Centre:	CECS Student Services
Department/Unit:	Research School of Engineering/Computer Science
Position Title:	(HDR) Student Administrator
Classification:	ANU Grade 5 (Administration)
Position No:	
Responsible to:	Senior HDR Coordinator
Number of positions that report to this role:	
Delegation(s) Assigned:	

PURPOSE STATEMENT:

ANU College of Engineering and Computer Science brings together scholars, graduate and undergraduate students in order to achieve the highest levels of excellence in Engineering, Computer Science and Information technology research and teaching.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

The successful applicant will work as part of a small administrative team, and will work closely with HDR students and staff. The position reports to the Senior HDR Coordinator, Student Services and has significant interactions with both School and College-based administrative teams.

The (HDR) Student Administrator is responsible for providing advice and information on all aspects of the HDR student lifecycle, as well as the interpretation and application of policy and procedures associated with HDR student administration matters.

Role Statement:

Under the general direction of the Senior HDR Coordinator, the (HDR) Student Administrator will:

1. Provide accurate and in depth advice and assistance to HDR students and academic staff on the interpretation and application of rules, policies and procedures in relation to HDR students, including advice on admission, enrolment, academic milestones, support programs and services, scholarships, thesis examination, and graduation.
2. Advise and assist the School Directors and Convenors on matters relating to HDR students, policies, and procedures.
3. Answer enquiries and provide oral and written responses and information in a professional and timely manner to students, other staff, and external individuals and organisations.
4. Under general direction take responsibility for the College admission process for HDR students, including the management of student files and additional documentation, and the maintenance of electronic information and records systems.
5. Maintain and update other paper-based and electronic records and information systems including College and ANU student systems as required.
6. Assist the Senior HDR Coordinator with changes to business processes, including the identification of process improvements, and the maintenance and updating of procedure manuals.
7. Consult and liaise with College and University Student Administration areas in relation to interpretation and application of University policies, rules and procedures relating to HDR students.
8. Assist with HDR events organisation and management, and the promotion of research, educational and outreach opportunities.
9. Comply with all ANU policies and procedures and in particular those relating to work health and safety and equal opportunity.

10. Undertake, as directed, other duties as consistent with the classification level of the position.

SELECTION CRITERIA:

1. Demonstrated administrative experience, preferably within a tertiary institution. Experience in HDR Student Administration will be highly regarded.
2. A demonstrated commitment to high-level customer service and proven strong customer service skills including high-level written and oral communication skills and the ability to effectively communicate with a diverse range of people.
3. Demonstrated ability to understand and interpret policies and procedures, and effectively communicate key information to others.
4. Proven ability to establish work priorities, meet deadlines, maintain accuracy and attention to detail, and show initiative whilst maintaining confidentiality and discretion in a team environment.
5. Accurate computing skills, with experience in the use of Word, Excel, the Web and information management systems. Demonstrated capacity to learn web-based information systems in the support of student management and the academic enterprise.
6. A demonstrated general knowledge and understanding of equal opportunity principles and policies, and a commitment to their application in a university context.

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

References:

General Staff Classification Descriptors

Academic Minimum Standards