

### Details

Area	Academics Portfolio/ Students Services
Team	Student Administration Services/ Student Finance
Location	Waurrn Ponds/Flexible, all campuses
Classification	HEW level 6
Manager Title	Coordinator, Student Fees

### Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

[Strategic Plans – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

### Overview

The Senior officer, Fees is responsible for the administration of student fees across all student cohorts, ensuring accurate records including variations to records, within agreed deadlines, in accordance with University Policy, pricing strategy and Government legislation. This position provides advice in relation to fee assessment, remission of debt in special circumstances and ensures data integrity.

In consultation with the Coordinator, Student Fees, the Senior Officer, fees will organise and prioritise the workflow within the Student Fees team whilst providing general guidance to team members.

Reporting to the Coordinator, Student Fees this role will :

- Analyse and implement complex fee arrangements within the Student Management System.
- Provision of high-level advice to all staff and students in relation to fee matters including HELP schemes and legislative requirements.
- Provision of high-level administrative support for fee invoicing, remission of debt in special circumstance, debt management and sponsorship arrangements in accordance with contractual requirements, Government legislation, and University policy and procedures.
- Ensure accurate and timely invoicing of tuition fees to students and third party sponsors, including the appropriate debt management processes in line with Government legislation, and University policy and procedures.
- Ensure the processing of fee assessment jobs within the Student Management System in preparation for required fee processes, such as online invoices and Commonwealth Assistance Notices.

### Accountabilities

- Prioritise work and critical activities, evaluate progress, recognise barriers to achieving outcomes and find effective ways to deal with them.
- Proactively identify opportunities for improvement and take action and actively seek feedback from colleagues and stakeholders on things that are working well and areas for improvement.
- Act as a coach, work with team members to facilitate growth and development and proactively offer support, help and advice to others within and across teams.
- Build rapport with people outside of immediate team in ways that are respectful and inclusive of others and demonstrate an understanding of how all the different areas of the University interrelate and how own area fits in
- Modify behaviour based on self-awareness and feedback to improve personal impact. Focus on personal emotional wellbeing. Adapt well to change and displays a positive outlook in stressful situations.
- Actively seek information to better understand the customer's perspective, follow through and deliver on promises, respond to feedback with openness and transparency and seek to identify ways to better service the customer.
- Build productive relationships with a diverse range of potential students or stakeholders and communicate with confidence using examples to increase understanding and support.

### Selection

- A Degree with subsequent relevant experience; or
- Extensive experience and specialist knowledge or broad knowledge in technical or administrative fields; or
- An equivalent combination of relevant experience and/or education/training.
- Experience in the area of student finance, together with experience in related policy implementation.
- High-level of accuracy, capacity for thoroughness and attention to detail, together with the ability to interpret and apply Government and University legislation and policies to work issues.
- Experience using Callista or similar Student Management System, and an ability to train staff in the range of functionality available.

### Capabilities

- **Growth Mindset** open to learning and new experiences, invests in development.
- **Communicates** engages others through persuasive and influential communication.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Engages Other** establishes effective relationships to achieve shared goals.
- **Plans work** plans the delivery of work while balancing priorities and resources.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

### Special Requirements

- This position may require the incumbent to occasionally work outside business hours.
- This position requires the incumbent to hold a current Working with Children Check

**Note** The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.