Position Description

Position title:	Program Administration Officer
School/Section/VCO:	Registrar Services, University Registrar's Directorate
Campus:	SMB Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Sharon Austin Manager, Registrar Services Telephone: (03) 5327 8108 E-mail: s.austin@federation.edu.au
Recruitment number:	849457

Background

Registrar Services is responsible for the efficient and effective provision of program management, completions, graduations and records management services across Higher Education (HE) and Technical and Further Education (TAFE).

Position summary

The Program Administration Officer is responsible for the accuracy and quality of program and course information, as stored in the student management system to support the effectiveness of marketing programs and courses, prospective student applications, enrolments, completions and reporting.

The Program Administration Officer is also responsible for contributing to the effective and efficient qualification completion verification and quality assurance process across all sectors of the University.

Position Description

Program Administration Officer

Key responsibilities

1. Coordinate the configuration of all curriculum information in the student management system, ensuring it is configured accurately and within required timeframes. Work closely with relevant staff from Academic Secretariat, Schools and Directorates to identify approved data changes, including program and course, program structure, credit precedence, teaching group, tuition fee and other relevant program management data.

2. Ensure currency, quality assurance and compliance of program information configured in Campus Solutions in relation to HESG, HEIMS, ASQA, TEQSA, AQF, VRQA and University legislation/regulation.

3. Provide advice to Schools and Directorates and make sound decisions based on University, State and Commonwealth Government regulation in making programs and subjects available for marketing, admission, enrolment and graduation in relation to program management timelines and regulatory compliance.

4. Determine student eligibility to graduate against the training package rules/curriculum requirements to ensure that certification issuance regulations and timeframes are met.

5. Ensure apprentice/trainee contract changes, including completion, non-completion and recommencements in the University's Student Management System and as required into the EPSILON system, ensuring student data is complete and accurate. This includes liaising with Schools, Student HQ staff to troubleshoot any completion issues. Liaise with Victorian Registration and Qualifications Authority staff in relation to data changes required in the EPSILON system.

6. Contribute to the review and implementation of changes to improve the productivity and efficiency of program management and completion processes. Including updating associated process and procedural documentation as required.

7. Contribute to the reporting to accredited bodies and completion letter processes to ensure data is accurate and entered within required timeframes as required by the Coordinator Completions.

8. Contribute to the University internal and external publishing compliance requirements, eg Course Finder, Academic Calendars, My Skills website.

9. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: https://federation.edu.au/about-us/our-university/strategic-plan.

10. Undertake the responsibilities of the position adhering to:

    - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;

    - Equal Opportunity and anti-discrimination legislation and requirements;

    - the requirements for the inclusion of people with disabilities in work and study;

    - Occupational Health and Safety (OH&S) legislation and requirements; and

    - Public Records Office of Victoria (PROV) legislation.

Position Description

Program Administration Officer

Level of responsibility

The Program Administration Officer reports to and receives general direction from the Coordinator Program Administration.

The position is responsible for the coordination of all program and course information entered into the student management system, ensuring the accuracy and effectiveness of marketing programs and courses, prospective student applications, enrolments and completions.

The Program Administration Officer is required to complete a wide range of tasks and is required to have a thorough understanding of curriculum approval processes, program management, completions and reporting requirements. As well as the legislation, regulation, policies, procedures under which these areas operate.

The position requires a broad knowledge of the University and is required to use sound judgement and independence interpreting curriculum data and making program and course information available for marketing, admission and enrolment.

Training and qualifications

- Completion of degree without subsequent relevant work experience; or

- completion of an advanced diploma qualification and at least one years subsequent relevant work experience; or

- completion of a diploma qualification and at least 2 years subsequent relevant work experience; or

- completion of Certificate IV and extensive relevant work experience; or

- an equivalent combination of relevant experience and/or education/training.

Position/Organisational relationships

The Program Administration Officer reports to and receives general direction from the Coordinator Program Administration.

The Program Administration Officer will be required to have a thorough understanding of relevant policies, procedures and business processes, including knowledge of the University structure across both the Higher Education and TAFE sectors.

The position will be responsible for maintaining collaborative and productive relationships with staff from a wide range of areas, including Academic Secretariat, Student HQ, CUP, Academic Services, Program Coordinators and General Manager TAFE in relation to the approval, interpretation, publication of curriculum data and the verification of student completions.

The Program Administration Officer is part of the broader Registrar Services team and contributes on a variety of related projects.

Position Description

Program Administration Officer

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

1. Completion of a degree without subsequent relevant work experience; or completion of an advanced diploma qualification and at least one years subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/ training.

2. Demonstrated ability to interpret and apply policies, procedures, guidelines and processes

3. Demonstrated ability to determine requirements on a wide range of tasks, including gathering information, analysing problems and evaluating possible solutions.

4. Demonstrated ability to prioritise multiple tasks, work to conflicting timelines/deadlines under pressure and make informed decisions with limited supervision.

5. Demonstrated interpersonal and communication skills, including the demonstrated ability to liaise with a range of diverse stakeholders.

6. Demonstrated ability to exercise initiative and work effectively, both independently and cooperatively as required.

7. Demonstrated ability to work accurately and with a high level of attention to detail.

8. Demonstrated alignment with the University's commitment to child safety.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.

The University reserves the right to invite applications and to make no appointment.