

Position description

Position title:	Student Experience Assistant (ATSI Traineeship)
School/Directorate/VCO:	Human Resources and University Registrar's Directorate
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	National Training Wage plus superannuation
Employment mode:	Fixed-term appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Full-time or part-time
Recruitment number:	849178
Further information from:	Ms Katrina Beer, Coordinator, Aboriginal and Torres Strait Islander Employment Telephone: (03) 5327 9244 E-mail: k.beer@federation.edu.au
Position description approved by:	Ms Lisa Pickering, Organisational Development and Learning Partner

This position description is agreed to by:

Employee name

Signature

Date

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

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

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Position summary

Student HQ is responsible for the delivery of effective, efficient, responsive and compliant student enquiry and administrative services across admissions, enrolments and progression.

The Student Experience Assistant (ATSI Traineeship) will be required to assist to provide quality customer service to current and prospective students at all levels of study, assisting with enquiries for Higher Education (HE) and Vocational Education and Training (VET) through all modes of services including email, phone calls and face to face.

The position is based in Ballarat. Some travel between campuses and to other locations may be required.

Key responsibilities

1. Support the Student HQ Services team to work within established systems and procedures, undertake accurate and efficient data entry of all administrative forms, including admissions applications, enrolments, enrolment amendments, withdrawals, leave from studies, transfers, credits and other relevant amendments to new and existing student enrolments ensuring they are completed within the timelines to meet our reporting and regulatory requirements.
2. Assist the Student HQ Services team to accurately respond to student and staff enquiries for HE and VET programs through all modes of service in line with service protocols and University policies and procedures and ensure that the best practice customer service standards are adhered to. Identify and refer complex and program enquiries to relevant staff members.
3. Develop an understanding and assist Student HQ Services team to ensure all enquiries responded to are accurately recorded and resolved in the Customer Relationship Management System and reflected in Student Management and Information Systems.
4. Support and assist Student HQ Services team to provide assistance and advice to students with admissions and enrolment enquiries, cashiering, receipt and review of relevant administrative forms. In addition, provide students with general advice and direction to other University services.
5. Assist Student HQ Services team to support, identify and refer students enquiring about program and progression advice to Student Progress and Success Officers in a timely manner.
6. Assist Student HQ Services team to work collaboratively with the Coordinator, Student Experience to provide operational and administrative support for Student Experience activities as required.
7. 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>.
8. 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.

Level of supervision and responsibility

The Student Experience Assistant (ATSI Traineeship) will generally work under routine supervision and under closer supervision when learning or performing more complex tasks. The Student Experience Assistant (Traineeship) reports to and works under general direction Coordinator, Student Progress and Success, and is supported by the Student HQ Services team to learn how to provide comprehensive administrative support and are supported to provide factual advice to prospective and current students and members of the public. This can be either face to face or by other modes of enquiries ensuring that best practice customer service standards are adhered to.

The Student Experience Assistant (ATSI Traineeship) position is required to develop a comprehensive knowledge and understanding of the administrative requirements of Student HQ Services, develop a working knowledge of the programs and courses offered as well as activities related to the student experience.

The Student Experience Assistant (ATSI Traineeship) will be responsible for prioritising tasks and organising workflow within established procedures, and recognise when to request further guidance or escalate matters to their supervisor. The successful applicant will display initiative in dealing with day-to-day matters and competing priorities.

The Student Experience Assistant (ATSI Traineeship) will deal with a wide range of enquiries and administrative tasks within a structured and supervised framework where timeliness, accuracy and attention to detail will impact on the services and reputation of FedUni.

Training and qualifications

No formal qualification/s or work experience is required, or some certificate level qualification/s with no work experience, or some work experience and no formal qualification/s.

Commitment to undertake structured job training and complete an accredited Certificate III or IV in Business (Office Administration) during the term of the Traineeship.

Position/Organisational relationships

The Student Experience Assistant (ATSI Traineeship) will report directly to and receive general direction on day-to-day matters from the Coordinator, Student Progress and Success. The position is required to work collaboratively within Student HQ Services team, and with other areas of Federation in the provision of student experience activities.

The Student Experience Assistant (ATSI Traineeship) position is also required to interact with a diverse range of internal and external clients and visitors, which often require discretion and confidentiality.

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. No formal qualification/s or work experience is required, or some certificate level qualification/s with no work experience, or some work experience and no formal qualification/s.
2. Provide a Confirmation of Aboriginality and/or Torres Strait Islander Heritage or Statutory Declaration of Aboriginality and/or Torres Strait Islander Heritage.
3. Demonstrated commitment to undertake structured job training and complete an accredited Certificate III or IV in Business (Office Administration) during the term of the Traineeship.
4. Demonstrated interest in administrative and customer service/reception duties together with an awareness of the importance of customer service skills.
5. Demonstrated interpersonal and communication skills and the capacity to work with others in a team environment to achieve outcomes.
6. Demonstrated knowledge of some IT software application packages, specifically MS Word, Excel and use of email.
7. Demonstrated time management and organisational skills, and the ability to complete tasks in a timely manner.
8. Demonstrated ability to use initiative, accept responsibility and maintain confidentiality.
9. Demonstrated willingness to promote Federation University Australia positively.
10. 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.