



## Position Description

College/Division:	ANU College of Arts and Social Sciences (CASS)
Faculty/School/Centre:	College Administration
Department/Unit:	Student administration
Position Title:	Student Advisor
Classification:	ANU Officer Grade 6/7 (Administration)
Position No:	
Responsible to:	Deputy Manager, Student Administration
Number of positions that report to this role:	NIL
Delegation(s) Assigned:	NIL

### PURPOSE STATEMENT:

The Student Advisor provides comprehensive, high-level support and quality service delivery in a diverse range of student administration activities for staff and students. The role liaises with staff and students to provide robust advice and guidance on a wide range of student related policies, procedures, services and initiatives supporting the achievement of the local area and University strategic goals.

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

The Student Advisor is part of the College Student Office and works closely with student administration practitioners across campus, liaising with and providing high quality student-related advice and service delivery. The role supports the Student Administration Manager in the implementation of various local and University-wide student-related initiatives to support student lifecycle improvements. Supervision of junior team members may be required.

### Role Statement:

Under broad direction of the Deputy Manager, Student Administration, the Student Advisor will:

- Provide students and alumni with services and advice in all aspects of the student life cycle including admissions, enrolment, exchange opportunities, and one-to-one advice on managing current degrees and future study plans.
- Provide advice and services on a wide range of student administration matters, including admissions, enrolment, academic progress, coursework scholarships, quality assurance, timetabling and class scheduling, graduation, higher degree by research, program and course administration, quality service delivery while ensuring compliance with the University's policies, procedures and current legislation.
- Coordinate and maintain College level student and course related content including handbooks and academic curriculum information.
- Coordinate the timely preparation and distribution of periodic and ad hoc student and academic curriculum reports, ensuring that information produced is accurate, undertaking thorough investigative action and analysis of enrolment and progression and presenting data with informed recommendations and/or solutions.
- Initiate, develop and improve student related practices and processes, through continuous process improvement and best practice customer service to improve the student experience.
- Coordinate various local and University-wide student-related initiatives, ensuring timely and high-quality delivery, and in the mentoring and development of junior team members.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity
- Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling and team coverage.

**SELECTION CRITERIA:**

1. Tertiary qualification with demonstrated experience in student administration in a complex organisation or an equivalent combination of relevant experience and education/ training. Experience in the higher education sector will be highly regarded.
2. Demonstrated experience with administrative practices in a complex organisation and the ability to interpret and apply policies, procedures and legislative requirements.
3. Demonstrated analytical and problem-solving skills and a high degree of attention to detail, with a proven ability to use initiative, investigate issues, collect and analyse data and to make evidence based recommendations.
4. Proven organisational skills and ability to prioritise own workload and to work effectively both independently and as part of a team, meeting demanding and competing deadlines while delivering high quality outcomes.
5. Demonstrated high-level communication skills with experience producing various reports and an ability to consult and liaise effectively with stakeholders in a culturally diverse environment.
6. Highly developed computer skills, including proficiency using a large enterprise system and MsOffice suite
7. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a University context.

*The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the [Background Checking Procedure](#) which sets out the types of checks required by each type of position.*

Supervisor/Delegate Name:

David McLean

Date:

January 2022

**References:**[Professional Staff Classification Descriptors](#)



# Pre-Employment Work Environment Report

<b>College/Div/Centre</b>	CASS	<b>Dept/School/Section</b>	Student Administration
<b>Position Title</b>	Student Advisor	<b>Classification</b>	ANUO 6/7
<b>Position No.</b>		<b>Reference No.</b>	

- This form must be completed by the supervisor of the advertised position and appended to the back of the Position Description.
- This form is used to advise potential applicants of work environment and health and safety hazards prior to application.
- Once an applicant has been selected for the position they must familiarise themselves with the University WHS Management System via Handbook guidance <https://services.anu.edu.au/human-resources/health-safety/whs-management-system-handbook>
- The hazards identified below are of generic nature in relation to the position. It is not correlated directly to training required for the specific staff to be engaged. Identification of individual WHS training needs must be in accordance with WHS Local Training Plan and through the WHS induction programs and Performance Development Review Process.
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see 'Employment Medical Procedures' at [http://info.anu.edu.au/Policies/\\_DHR/Procedures/Employment\\_Medical\\_Procedures.asp](http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp)

<ul style="list-style-type: none"> <li>Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a regular or occasional part of the duties.</li> </ul>			
TASK		regular	occasional
key boarding		<input checked="" type="checkbox"/>	<input type="checkbox"/>
lifting, manual handling		<input type="checkbox"/>	<input checked="" type="checkbox"/>
repetitive manual tasks		<input type="checkbox"/>	<input checked="" type="checkbox"/>
Organizing events		<input type="checkbox"/>	<input checked="" type="checkbox"/>
fieldwork & travel		<input type="checkbox"/>	<input type="checkbox"/>
driving a vehicle		<input type="checkbox"/>	<input type="checkbox"/>
NON-IONIZING RADIATION			
solar		<input type="checkbox"/>	<input type="checkbox"/>
ultraviolet		<input type="checkbox"/>	<input type="checkbox"/>
infra red		<input type="checkbox"/>	<input type="checkbox"/>
laser		<input type="checkbox"/>	<input type="checkbox"/>
radio frequency		<input type="checkbox"/>	<input type="checkbox"/>
CHEMICALS			
hazardous substances		<input type="checkbox"/>	<input type="checkbox"/>
allergens		<input type="checkbox"/>	<input type="checkbox"/>
cytotoxics		<input type="checkbox"/>	<input type="checkbox"/>
mutagens/teratogens/		<input type="checkbox"/>	<input type="checkbox"/>
carcinogens			
pesticides / herbicides		<input type="checkbox"/>	<input type="checkbox"/>
TASK		regular	occasional
laboratory work		<input type="checkbox"/>	<input type="checkbox"/>
work at heights		<input type="checkbox"/>	<input type="checkbox"/>
work in confined spaces		<input type="checkbox"/>	<input type="checkbox"/>
noise / vibration		<input type="checkbox"/>	<input type="checkbox"/>
electricity		<input type="checkbox"/>	<input type="checkbox"/>
IONIZING RADIATION			
gamma, x-rays		<input type="checkbox"/>	<input type="checkbox"/>
beta particles		<input type="checkbox"/>	<input type="checkbox"/>
nuclear particles		<input type="checkbox"/>	<input type="checkbox"/>
BIOLOGICAL MATERIALS			
microbiological materials		<input type="checkbox"/>	<input type="checkbox"/>
potential biological allergens		<input type="checkbox"/>	<input type="checkbox"/>
laboratory animals or insects		<input type="checkbox"/>	<input type="checkbox"/>
clinical specimens, including blood		<input type="checkbox"/>	<input type="checkbox"/>
genetically-manipulated specimens		<input type="checkbox"/>	<input type="checkbox"/>
immunisations		<input type="checkbox"/>	<input type="checkbox"/>
OTHER POTENTIAL HAZARDS (please specify):			
Supervisor/Delegate Name:		David McLean	Date: January 2022