



# SENIOR STUDENT SERVICES OFFICER

DEPARTMENT/UNIT	Education Services
FACULTY/DIVISION	Faculty of Law
CLASSIFICATION	HEW Level 6
WORK LOCATION	Clayton campus and Monash University Law Chambers

## ORGANISATIONAL CONTEXT

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Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit [www.monash.edu](http://www.monash.edu).

The Monash **Faculty of Law** is consistently recognised as one of the world's leading Law schools. Our excellence in research, teaching and scholarship has been at the forefront of legal education for decades in Australia. We provide a broad teaching base, with course offerings at all levels, and pride ourselves on offering real, tangible legal experience and international study opportunities. Our programs are offered in Australia, including at the Monash University Law Chambers situated in the Melbourne CBD, and offshore. For more information about the Faculty of Law, please visit our website at [www.monash.edu.au/law](http://www.monash.edu.au/law).

The **Associate Dean, Education** (ADE) portfolio covers strategy, policy, and funding relating to education. The Education Services team is responsible for supporting the Faculty to pursue the goals of the University's **Better Teaching, Better Learning** (BTBL) Agenda and to achieve its own education goals. Its functions include course and unit development, enhancement and evaluation; education quality and compliance; coordinating the offering of courses and units; and enrolment and candidature services and advice, including student progression and related matters. It is also the liaison point between the Faculty and the Office of the Vice-Provost (Learning and Teaching), Vice-Provost (Graduate Education), Monash Institute of Graduate Research (MIGR) and Education Business Services. The team will also maintain links with the Faculty HDR Director in delivery of Research Degrees.

All professional teams work together to provide an integrated, responsive and streamlined professional service to support the Faculty's strategic objectives.

## POSITION PURPOSE

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The Student Services Officer provides a range of professional and high-quality administrative services to support the effective operation of the faculty's student service delivery proposition. This includes the provision of high level customer service across all enquiry channels to support current and prospective students from admission to completion and maintaining excellent working relationships with internal and external stakeholders.

The Student Services Officer provides administrative support for projects and programs with a focus on excellence in process and judgment and provision of sound and timely advice and support to current and future students of the university, academic and professional staff and members of the general public.

All staff in the Faculty are expected to contribute to work across the faculty and participate in cross-functional project teams.

**Reporting Line:** The position reports to Student Services Manager

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budget Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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1. Under the guidance of the Student Services Manager, provide supervision and coordination to the student services team, including induction and training, employee development and performance to deliver high quality, client-focussed student services
2. Coordinate the administration of the student life-cycle for the Faculty of Law including admission, enrolment, course advice, student enquiries, exchange and study abroad, course transfers, credits, special consideration, results, honours, professional placements and course completions
3. Act as an escalation point for complex issues relating to student administration disputes, irregularities in the application of course completions, course progression and special consideration applications, student applications and enquiries, identifying and reporting on systemic issues to the Student Services Manager
4. Contribute to the effective implementation of continuous improvement and change activities and workflow distribution relating to student services practices and procedures
5. Develop and provide reports on application, offer, acceptance, enrolment and student progress data to support education and student service objectives
6. Ensure processes and procedures for student services are documented and accurate records are maintained
7. Work collaboratively with the wider Faculty Portfolio, Engagement team and with the Education Business Systems to ensure Student Services actively engages and contributes to relevant curriculum and promotional activities for future and current students (e.g. Open Day, information evenings, expos, orientation etc.)
8. Under the direction of the Manager, Student Services, undertake specific student services projects as required

## KEY SELECTION CRITERIA

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### Education/Qualifications

1. The appointee will have:
  - A degree in a relevant field with subsequent relevant experience; or
  - extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or
  - an equivalent combination of relevant experience and/or education/training

### Knowledge and Skills

2. Expertise with Callista or comparable student data systems and other online systems
3. Highly-developed communication skills, including the ability to prepare a range of documentation for various audiences and to interact with and gain commitment from a diverse range of stakeholders

4. Demonstrated commitment to initiating continuous service and operational improvements, and identifying solutions to challenging issues
5. Highly developed administrative skills, including excellent skills with web updating software, attention to detail, and a proven record of organising priorities to meet deadlines
6. Demonstrated ability to work as an effective member of a team as well as being able to exercise high levels of independence, judgment and initiative
7. Proven ability to maintain a high level of integrity and confidentiality

## **OTHER JOB RELATED INFORMATION**

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- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

## **LEGAL COMPLIANCE**

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Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.