

Position description

Position title:	Student Finance Administrative Officer
School/Section/VCO:	Finance
Campus:	Mt Helen Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 4 range
Employment mode:	Continuing appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Full-time
Recruitment number:	849521
Further information from:	Ms Belinda Wallesz, Manager, Student Finance (TAFE) Telephone: (03) 5327 9912 E-mail: b.wallesz@federation.edu.au
Position description approved by:	Ms Rhonda Hartigan, Associate Director, Financial Operations Mr Richard Harris, Director, Finance

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

The Student Finance Administrative Officer is responsible for providing a high level of administrative support to the Student Finance team by undertaking a broad range of functions, including student and third party invoicing; debt collection; assisting with student payment plans and government student loans; and processing payments and refunds. The position requires a high level of administrative competencies to ensure accurate processing of information and data.

The Student Finance Administrative Officer will deliver exceptional customer service and will undertake responsibilities in relation to both TAFE and Higher Education students.

Key responsibilities

1. Provide exceptional customer service by responding to enquiries from students, staff and customers on a diverse range of matters in a friendly and timely manner. Provide specialist fee advice in accordance with University policy and procedure, and relevant legislation.
2. Responsible for ensuring the accurate, efficient and timely processing of fee sponsor agreement forms for sponsored students and the invoicing, payment processing and follow-up of corporate accounts.
3. Assist with providing students an approved payment plan and carry out routine follow-up to ensure students adhere to the terms and conditions.
4. Responsible for processing adjustments and running data cleansing reports to ensure correct charges and payment allocation.
5. Ensure the timely follow-up and collection of outstanding fees for all domestic and international students. Monitor outstanding fee reports and provide summary information to managers. Assist with the administration of enrolment cancellation for non-payment of fees.
6. Assist with mail outs, batch processes and communication generation from the Student Information Management System, including follow-up of undeliverable communication.
7. Assist with refunds for domestic and international students and sponsors to ensure timely processing in adherence with policy, procedure and ESOS obligations.
8. Assist with the recording, allocation and maintenance of tuition fee scholarships and waivers for domestic and international students.
9. Provide efficient and effective administrative support to the Student Finance team.
10. Reflect and embed the University's Principles, Objectives and Strategic Priorities 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>.
11. 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 Finance Administrative Officer reports to the Manager, Student Finance (TAFE), and works under the general direction of the Senior Officer, Student Finance.

The Student Finance Administrative Officer will be expected to show initiative, accuracy and the ability to work independently in managing day-to-day workloads. The Student Finance Administrative Officer will be required to liaise with internal and external stakeholders and effectively communicate with a wide range of students and customers.

The Student Finance Administrative Officer must apply knowledge of policy and procedure and demonstrate judgement when managing client requests for assistance, assessing often complicated issues. The incumbent must show sound judgement when providing information and advice and must be able to determine when issues need to be referred to senior officers.

The Student Finance Administrative Officer must have a comprehensive knowledge of University Fees and Charges Statutes and associated Regulations and must have a working knowledge of the VET Skills First Program and VET Student Loans Program. A sound knowledge of accounting requirements, University financial procedures and a financial/student management system is also required.

Training and qualifications

Completion of a diploma level qualification with relevant work related experience, or completion of a Certificate IV with relevant work experience, or an equivalent combination of relevant experience and/or education and training.

Position/Organisational relationships

The Student Finance Administrative Officer will work as part of a team and will be required to communicate effectively with internal and external stakeholders in performing the duties of the position. The position is required to follow established procedures and guidelines in interacting with all levels of the University community and externally with customers.

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 diploma level qualification with relevant work related experience, or completion of a Certificate IV with relevant work experience, or an equivalent combination of relevant experience and/or education/training.
2. Excellent interpersonal, written and verbal communication skills. Demonstrated excellent customer service skills together with a demonstrated ability to communicate effectively and provide accurate advice to internal and external stakeholders and the ability to deal with people from diverse backgrounds.
3. Sound knowledge of financial processes, student payment options, such as VET Student Loans and HELP, advanced numeracy skills, and the ability to undertake reconciliations.
4. Demonstrated knowledge and proficiency in using a range of software packages including MS Office, large information databases and IT applications. Extensive experience with MS Excel with demonstrated skills using a range of functions.

5. Demonstrated ability to exercise sound judgement and problem solving skills to provide informed advice and assistance to a broad range of clients.
6. Demonstrated administrative capabilities, including the processing of financial transactions and the ability to demonstrate accuracy and attention to detail.
7. Strong organisational and time management skills, including the ability to prioritise competing work demands and meet tight deadlines.
8. Demonstrated ability to perform tasks as required with reference to relevant policy, procedures or processes within agreed timeframes.
9. Demonstrated ability to work effectively both in a team environment and independently.
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.