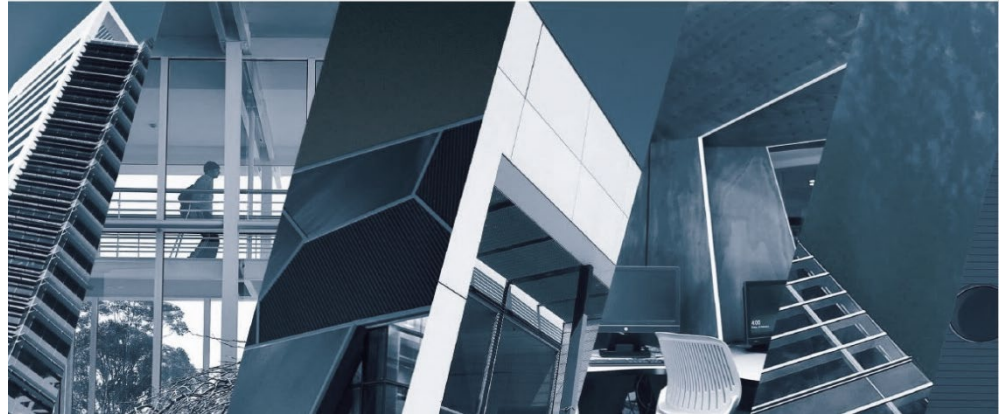


Position Description



Position title:	Student Finance Administrative Officer
School/Directorate/VCO:	Finance
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 4 range
Time fraction:	Part-time
Employment mode:	Fixed-term employment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Ms Megan Briggs, Manager, Student Finance (Higher Education) Telephone: (03) 5327 9447 E-mail: m.briggs@federation.edu.au
Recruitment number:	850072

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

This position description is agreed to by

Employee name

Signature

Date

Portfolio

Finance work in partnership with all areas of the University to provide a wide range of financial services including student finance, accounting, asset management, financial planning and budgets, procurement, taxation, and systems support and training

Position summary

The Student Finance Administrative Officer is a short term backfill position, during this period an end-to-end process review will be undertaken to streamline processes and ensure transformation through process automation. The position is responsible for providing a high level of administrative support to the Student Finance team by undertaking a broad range of functions including the processing of payments and refunds, collection of fees, and providing accurate information and advice in response to student fee related enquires. Some tasks are specifically related to changed processes and procedures following our response to the COVID-19 pandemic. 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 undertake responsibilities in relation to both Higher Education and TAFE students.

Key responsibilities

1. Provide exceptional customer service by responding to phone, email and face to face enquiries from internal and external clients on a diverse range of matters in a timely and friendly manner.
2. Provide prompt and efficient specialist fee advice in accordance with University policy and procedure, relevant legislation contractual obligations.
3. Responsible for the accurate, efficient and timely processing of all deposits received into the student fees bank account via data entry and payment upload into the student system. Responsible for the reconciliation and maintenance of the student fees suspense account.
4. Reconcile the student self-service credit card payments report from the Student Information Management System to the bank statement and merchant files.
5. Responsible for the timely follow-up and collection of outstanding fees for domestic and international students. Maintain outstanding fee reports and assist with the administration of enrolment cancellations for non-payment of fees. Some manual collections processes will be required, resulting from changed processes due to the COVID-19 pandemic.
6. Assist with processing adjustments and running data cleansing reports to ensure correct charges and payment allocation.
7. Ensure the accurate, efficient and timely posting of overseas student health cover charges and adjustments to the student system and the reconciliation of associated invoices.
8. Assist with the approval, system processing and monitoring of student payment plans to ensure adherence to terms and conditions.
9. Assist with the recording, allocation and maintenance of tuition fee scholarships and waivers for Higher Education international and domestic students.
10. Assist with the identification, allocation and maintenance of SI Grade Fee Credits for Higher Education international and domestic student enrolments.
11. Provide efficient and effective administrative support to the Financial Services and Student Finance team.
12. 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>.
13. 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 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 position 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, procedure and relevant legislation when managing client requests for information or 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 Higher Education Support Act (HESA) and the Educational Support for Overseas Students Act (ESOS). A sound knowledge of accounting requirements, University financial procedures and the financial 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 and Organisational relationships

The Student Finance Administrative Officer will be required to communicate effectively with administrative and academic staff as well as Partner Providers staff in performing the duties of the position. The position will be required to maintain collaborative and productive relationships with internal and external stakeholders. 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. Demonstrated administrative capabilities, including the processing of financial transactions and the ability to demonstrate accuracy and attention to detail
3. Sound knowledge of financial processes, advanced numeracy skills and the ability to undertake reconciliations.
4. Excellent interpersonal, written and verbal communication skills. Demonstrated customer service skills together with a demonstrated ability to communicate effectively and provide accurate advice to internal and external stakeholders and ability to deal with people from diverse backgrounds.
5. Strong organisational and time management skills, including the ability to prioritise competing work demands and meet tight deadlines.
6. Demonstrated ability to perform tasks as required with reference to relevant policy, procedures or processes within agreed timeframes.
7. Demonstrated ability to use initiative and exercise sound judgement and problem-solving skills to provide informed advice and assistance to a broad range of clients.
8. Demonstrated ability to work effectively both in a team environment and independently.
9. 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.
10. Demonstrated alignment with the University's commitment to child safety.

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

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.