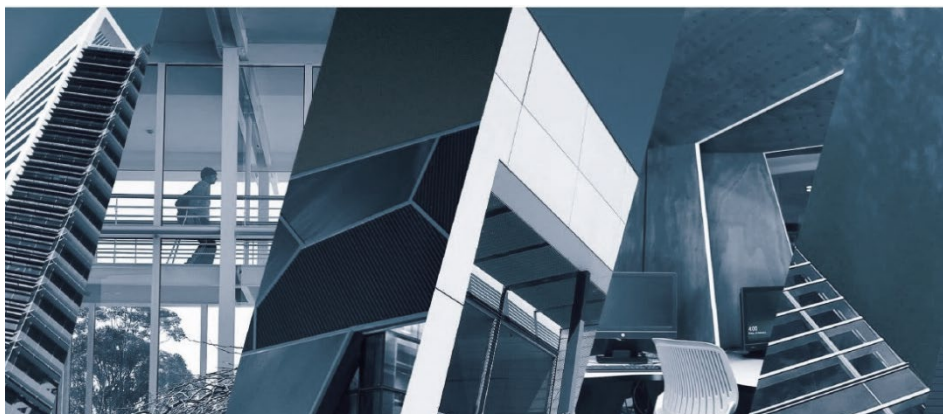


Position Description



Position title:	Selection Officer
School/Directorate/VCO:	Student Experience and Administration Services
Campus:	Mt Helen or Berwick Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Time fraction:	Full time
Employment mode:	Fixed-term employment
Further information from:	Courtney Raynes, Coordinator Selection & Scholarships Telephone: (03) 5122 6237 Email: c.raynes@federation.edu.au
Recruitment number:	851989

Position summary

The Selection Officer is responsible for processing selection and offers in a timely manner and ensures compliant practices are followed. The position provides advice and assistance to staff, Institutes, prospective and current students in managing their application, including application and offer, course structures, credit, program eligibility and related issues.

Portfolio

The Student Experience and Administration Services (SEAS) Directorate is led by the Dean of Students and Registrar and is part of the Learner Experience Office portfolio. SEAS provide services across the whole student lifecycle from inquiry to graduation. It includes student engagement, employability, equity, wellbeing, student advocacy, learning and academic skills, as well as student administration services, and university service and contact centre. SEAS work collaboratively across the University and has close links with external stakeholders including employers, industry groups and the community.

SEAS was founded on a vision informed by sector best practice and service excellence and is driven by the University's strategic goals. Its collective focus is to support and engage effectively with learners and prospective learners across their student journey. We strive to help our graduates to value life-long learning, achieve fulfilling careers and lives, and contribute to their communities. We provide advice and services to meet individual needs, take a whole-of-person approach to supporting our students, and provide programs that equip graduates with essential skills to thrive in life after university.

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.

To be successful at Federation University you must be willing to enthusiastically embrace the university's ambition as expressed in the 2021 - 2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Provide accurate and timely advice to students in managing their application, including course advice and pathways, course structures, deferral/leave of studies, advanced standing, credit, program eligibility and related issues in line with University policy and procedures.
2. Respond proactively to and aid in the resolution of student matters, escalating large and complex issues, disputes and discrepancies as required and in accordance with policies and procedures.
3. Assess applications against admissions criteria and program requirements to determine selection. Ensure that selection is consistent with admissions guidelines and decisions are transparent, appropriately documented and conducted on a timely basis.
4. Support conversion activities, particularly from application to offer, and completion of applications for assessment. Including supporting the Support Service and Contact Centre with overflow or during peak time with inquiries from all channels.
5. Ensure all relevant information, advice and decisions are accurately recorded in the relevant systems, including the Customer Relationship Management System and Student Management System in line with service protocols.
6. Provide recommendations to the Coordinator, Selection and Scholarships and recommend improvements to continually improve customer service levels, processes, and procedures for Student Administration.
7. Support the Student Administration leadership team in organising and delivering events and attend expos, open days, enrolment days, orientations and other events as required. Represent Student Administration on various committees as directed by the Coordinator, Selection and Scholarships.
8. Participate in regular training sessions and cross-campus knowledge sharing within Student Administration to ensure consistency and accuracy in the information provided when answering program enquiries for prospective and current students.
9. Any other duties as directed, commensurate with the scope and classification of the position.
10. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
11. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code 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 Selection Officer reports to and works under the general direction of the Coordinator, Selection and Scholarships. The position is required to work independently as well as collaboratively within a team-based approach while ensuring compliance with relevant Student Administration processes, policies, and procedures.

The Selection Officer is responsible for providing solutions and recommendations within the context of legislative and University policy frameworks for day-to-day issues. The position seeks advice or refers more complex issues to the Coordinator, Selection and Scholarships. The position is responsible for developing and maintaining a working knowledge and application of information relating to admission, program advice, credit assessment and program structures.

Position and Organisational relationships

The Selection Officer reports to the Coordinator, Selection and Scholarships. The position is responsible for interacting and working collaboratively with a diverse range of staff and students within the University to provide timely and accurate advice via all modes of enquiry.

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:

Training and qualifications

1. Completion of:
 - a degree without subsequent relevant work experience; or
 - an advanced diploma qualification and at least one years subsequent work experience; or
 - a diploma qualification and at least two years subsequent relevant work experience; or
 - a Certificate IV and extensive relevant work experience; or
 - equivalent combination of relevant experience and/or education/training.
2. Hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Experience, knowledge and attributes

3. Demonstrated interpersonal and communication skills, including the ability to interact and establish working relationships with a diverse range of staff and students.
4. Demonstrated problem-solving skills, including the ability to provide student advice, research, analyse, interpret and evaluate information.
5. Demonstrated ability to maintain efficient and effective record-keeping and filing systems.
6. Demonstrated ability to maintain strict confidentiality.
7. Demonstrated organisational skills, including the ability to prioritise tasks, meet deadlines and achieve goals.
8. Demonstrated word processing and software package skills, in particular MS Office, as well as the demonstrated ability to use a range of systems and new software packages.
9. Demonstrated commitment to deliver quality customer service and quality assurance.
10. Demonstrated working knowledge and application of the Child Safety Standards.
11. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

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.