

Position Description

Student Support Services Assistant

Position Number: 00038576
Position Title: Student Support Services Assistant
Date Written: October 2018

Faculty / Division: DVCA
School / Unit: Student Support Services
Position Level: Level 4/5

ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

Values in Action: Our UNSW Behaviours

UNSW recognises the role of employees in driving a high performance culture. The behavioural expectations for UNSW are below.



Values in Action
Our UNSW Behaviours



Builds
Collaboration



Embraces
Diversity



Displays
Respect



Demonstrates
Excellence



Drives
Innovation

OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

The Student Support and Services (SSS) function, led by the Deputy Vice-Chancellery (Academic), is moving towards a tiered service delivery model, that will deliver a central service for enquiry management whilst maintaining a local presence for specialised services. To enable this, a central team will be created comprised of four pillars which will work together, and partner with faculties, to deliver shared services and a great student experience.

The Student Client Services department will drive the continuous improvement cycle for student services, and will oversee the functions for enquiries management, student communications, business process improvement, and the partnership between shared services and Faculties.

This position is responsible for the administration of undergraduate and postgraduate coursework programs offered by the Faculty. The Student Support Services Assistant will ensure the efficient administration and management coursework student administration within the Faculty.

The role of Student Support Services Assistant reports to the Student Support Services Manager and has no direct reports.

RESPONSIBILITIES

Level 4

Specific responsibilities for this role include:

- Provide advice and guidance to students enrolled in the courses and programs offered by the Faculty of Engineering via phone, email, CRM and face to face.
- Provide detailed advice and problem-solving support for students who have enrolment difficulties.
- Undertake a range of student and general administration tasks such as enrolment variations, progression checks, maintaining forms, and photocopying in support of Engineering Student Support Services operations.
- Maintain student records on SiMs and provide information, reports and transcripts from SiMs as required.
- Provide support to more senior staff in the following range of duties:
 - Assess and process potential graduands
 - Record and track undergraduate direct admission advanced standing applications.
 - Represent the Student Office by attending (and ensuring appropriate preparation for) marketing and enrolment events.
 - Project work as required by the Student Support Services Manager.
- Deal independently with staff enquiries related to academic and administrative office matters via email, phone, CRM and face to face.
- Prepare and distribute student material via email.
- General office maintenance.
- Ensure compliance in regard to confidentiality and ethical practices and ensure that privacy is maintained in carrying out day-to-day operations.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Level 5 (in addition to Level 4 above):

- Advise students on more complex matters regarding enrolment, choice of course, program and course variation, graduation procedures, university and faculty rules, general education guidelines and other issues as they arise.
- Assist with the administration of student admission, enrolment, examination, timetable and graduation processes where required and escalate more complex queries as appropriate.
- Process incoming requests in relation to credit transfers, program transfers, student exchange, program variations, timetable clashes and any other request that students may submit.
- Identify students with progression problems and organise academic advice for referred and probationary students where necessary.
- Keep-up-to-date on and provide advice to students on the transition to UNSW 3+.

SELECTION CRITERIA**Level 4**

- A relevant qualification and administrative experience or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- Excellent interpersonal and communication skills with a demonstrated ability to liaise with a wide range of internal and external stakeholders from various backgrounds.
- Demonstrated ability to work with minimum supervision, show initiative and work productively as part of a team.
- Sound organisational skills and proven ability to establish priorities and to work with strict deadlines in a busy, high volume, process driven environment with variable workflow patterns.
- Demonstrated ability in maintaining accuracy and attention to detail.
- Proficiency in standard Microsoft applications and demonstrated ability to learn and implement and promote new systems. Experience using a student management system would be highly regarded.
- Demonstrated commitment to continuous improvement and innovation in an administrative environment.
- Knowledge of health and safety responsibilities and commitment to attend relevant health and safety training.

Level 5 (in addition to the above):

- A relevant degree or equivalent tertiary qualification and relevant administrative and customer service experience in a tertiary organisation (or an equivalent level of knowledge gained through any other combination of education, training and/or experience).
- Demonstrated ability to apply knowledge and experience to analyse and resolve complex and sensitive issues efficiently and effectively.
- Demonstrated ability to apply, interpret, advise on and contribute to the development of policies, systems, manuals, rules, procedures and guidelines.

- Experience with coordinating and managing administrative services in student service matters.

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.