

# Position description

<b>Position title:</b>	<b>Senior Officer, Student Finance</b>
<b>School/Section/VCO:</b>	<b>Finance</b>
<b>Campus:</b>	<b>Mt Helen Campus</b>
<b>Classification:</b>	<b>Within the HEW Level 5 range</b>
<b>Employment mode:</b>	<b>Continuing appointment</b>
<b>Probationary period:</b>	<b>This appointment is offered subject to the successful completion of a probationary period.</b>
<b>Time fraction:</b>	<b>Full-time</b>
<b>Recruitment number:</b>	<b>848958</b>
<b>Further information from:</b>	<b>Ms Megan Briggs, Manager, Student Finance (Higher Education)</b> <b>Telephone: (03) 5327 9447</b> <b>E-mail: m.briggs@federation.edu.au</b>
<b>Position description approved by:</b>	<b>Mr Richard Harris, Director, Finance</b>

**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 Senior Officer, Student Finance is responsible for providing a high level of support to the Coordinator, Student Finance by overseeing day-to-day operational activities within the Student Finance team ensuring the delivery of efficient, effective and quality services.

The Senior Officer, Student Finance will be responsible for the charging, collection and reconciliation of domestic and international student fees in a timely manner, in accordance with Government legislation, University policies, accrual timelines and contractual obligations.

The Senior Officer, Student Finance will be required to work with internal and external stakeholders to manage daily operational activities and ensure efficient and compliant processes. The position will be responsible for a broad range of complex administrative functions associated with Higher Education and TAFE programs, which will be determined by internal and external regulations.

The Senior Officer, Student Finance will be the focal point for queries emanating from staff reporting to the position, providing assistance and support where complex or difficult issues arise and using discretion to determine when matters should be referred to a senior manager.

## Key responsibilities

1. Supervise day-to-day work priorities and manage workflow to ensure quality service delivery and timely outcomes. Supervise staff including overseeing probation requirements and the Performance Review and Development Program.
2. Ensure a quality customer focused service is provided to all clients by resolving queries and providing accurate advice in a professional manner in accordance with University policy, procedure and relevant legislation. Monitor incoming enquiries and allocate workload to ensure timely service delivery.
3. Coordinate the timely follow-up and collection of outstanding Higher Education and TAFE fees for domestic and international students. Ensure collection processes are completed to issue student communications and oversee enrolment cancellations for non-payment of fees. Monitor outstanding fees and provide summary information for management review.
4. Responsible for the allocation and reporting of Higher Education tuition fee scholarships and waivers. Oversee the administration of Higher Education sponsor accounts.
5. Responsible for the remittance of payments to on-shore partner providers in line with contractual obligations and the reconciliation of student fee income, expenditure and general ledger accounts to ensure accurate and timely information for accrual accounting.
6. Responsible for the timely and accurate charging of Incidental Fees ensuring records are held by Student Finance and compliance with the Higher Education Support Act 2003 (HESA) and the associated Higher Education Provider (HEP) guidelines.
7. Oversee refunds for Higher Education and TAFE students to ensure applications are processed in a timely manner and adhere to refund policy, procedure and obligations under ESOS legislation. Coordinate student fee unclaimed monies notices and maintain register in accordance with the Unclaimed Monies Act 2008.
8. Assist with the Student Finance administration of TAFE including VET Student Loans and Statement of Fees.
9. Assist with the monitoring of student fee data cleansing reports to ensure data integrity.
10. Assist with the reconciliation, invoicing and collection of off-shore partner provider student fees in line with contractual obligations.

11. Assist with the review and maintenance of the fees website and complete content changes to ensure information is accurate, up to date and user friendly. Update Student Finance information sheets and forms as required.
12. 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>.
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 Senior Officer, Student Finance reports to and receives general direction from the Coordinator, Student Finance and has a functional reporting line to the Manager, Student Finance (TAFE).

The position will be responsible for supervising a small team within Student Finance, organising and prioritising workloads, balancing a range of tasks and ensuring strict timelines are met.

The Senior Officer, Student Finance will be required to show initiative, accuracy and attention to detail which are of utmost importance in this role and develop a thorough understanding of relevant policy, procedure and processes. The position will be required to work independently in their functions as well as within a team.

The Senior Officer, Student Finance is required to demonstrate sound problem solving skills when resolving diverse and complex administration problems to ensure adherence to relevant University policy and procedure. The position is also required to exercise professional judgement when dealing with student enquiries.

## Training and qualifications

Completion of a degree without subsequent relevant work experience; or an advanced diploma qualification and at least one years subsequent relevant work experience; or a diploma qualification and at least two years subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.

## Position/Organisational relationships

The position covers a range of functions and interacts with senior managers, academic and administrative staff both internal and external to the University as well as supervising a small team. The position will be responsible for establishing and maintaining collaborative and productive relationships with internal and external stakeholders to ensure efficient and effective operations.

## 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 degree without subsequent relevant work experience; or completion of an advanced diploma qualification and at least one year's subsequent relevant work experience; or completion of a diploma qualification and at least two years subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated knowledge of financial functions and processes, advanced numeracy skills including the capacity to perform tasks accurately and pay attention to detail.
3. Demonstrated analytical and problem solving skills in order to identify errors/issues and interpret data, and the demonstrated ability to develop solutions to problems.
4. Demonstrated organisation and time management skills, including the ability to prioritise competing work demands in order to meet regulatory requirements and tight deadlines.
5. Demonstrated ability to supervise, support and develop staff to achieve objectives.
6. Demonstrated interpersonal and communication skills, including the ability to establish collaborative and effective working relationships with a diverse range of people at all levels.
7. Demonstrated customer focus with an ability to relate to a diverse range of stakeholders in a cross-cultural context with a commitment to quality service delivery and the ability to maintain confidentiality and deal with sensitive matters discreetly.
8. Demonstrated experience in implementing processes and procedures with a commitment to continuous improvement.
9. Demonstrated ability and extensive knowledge of computer programs, such as student and financial information management systems, MS Office environment, Excel, email and other associated packages.
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.