

Position Title	Senior Coordinator, Student Services
Classification	Level 8
School/Division	Student Life
Centre/Section	Student Administration
Supervisor Title	Head of Student Administration
Supervisor Position Number	321542
Position Number	322339

Your work area

The Division of Student Life sits within the UWA Education Portfolio, overseen by the Deputy Vice Chancellor of Education. Together with the Division of Student Accommodation and Community, Student Life plays an integral role in the shared strategic goal of providing a world-class student experience.

The Division has five core functions, Student Administration, Student Offices, International Student Experience and Global Learning, Student Equity and Success, and Student Wellbeing and Engagement. The scope of services centre on the student journey, from the provision of student programs and activities that support and promote access to UWA, to student enrolment, course planning, transition, and progression through the lifecycle of study to graduation. The Division is also responsible for the delivery of services that promote academic success and support wellbeing and engagement for an enhanced student experience. Student Life works closely with the Student Guild, affiliated residential colleges and the wider UWA Education portfolio.

A key function within Student Life is the Student Administration Team, who deliver core administrative functions, directly or in partnership with teams across the University at all stages of the student journey specifically; Fees & Enrolment, Scholarships and Exams, Progression & Graduation.

You will oversee the strategic and operational leadership for both Student Administration and Student Offices to enable consistency and streamline of processes. The roles requires a proactive approach in managing a comprehensive suite of international loan programs, ensuring that the services are delivered efficiently and align with legislation requirements.

Reporting structure

Reports to: Head of Student Administration

Dotted line: Senior Manager, Student Offices

Your role

As the appointee you will, under broad direction, provide oversight and management of the international loans and US Financial Aid program, ensuring adherence to compliance and legislative requirements. You will provide key strategic planning and operational advice to Student Life, assisting the Head of Student Administration and the Senior Manager, Student Offices in the development of strategic and operational plans and responding to complex and diverse enquiries using expertise and judgement to independently analyse and solve problems.

You will have a significant role in developing and influencing policies, procedures and processes to ensure the efficient functioning of the areas. In support of Student Life, you will assist in implementing, managing and reviewing departmental projects.

Your key responsibilities

In conjunction with the Head of Student Administration and the Senior Manager, Student Offices, contribute to the development and administration of operational plans for the portfolio.

Establish and manage the international loans and US Financial Aid process.

Oversee and manage the US Financial Aid Program, ensuring adherence to compliance and legislative requirements.

Support the Head of Student Administration and the Senior Manager, Student Offices in planning and overseeing the implementation of major projects.

Contribute to the development of the budget for Student Administration and Student Offices.

Drive a cycle of reflection and innovation, including ensuring accurate documentation of policies and procedures, periodic review, and business process improvement.

Contribute skill and high level expertise to significant development projects and strategic initiatives.

Deputise for the Head of Student Administration and Senior Manager, Student Offices as required.

Other duties as directed.

Your specific work capabilities (selection criteria)

Tertiary qualifications in a relevant field or equivalent competency and experience.

Extensive experience within the Higher Education sector, with demonstrated ability to contribute to long term planning and strategic direction.

Knowledge and understanding of legislative and policy requirements relating to matters effecting the activities of student administration in a higher education setting.

Demonstrated capability within a customer centred work environment.

Demonstrated ability to plan and implement complex projects.

Highly developed analytical and problem solving skills.

Excellent written and verbal communication skills and consultation skills.

Excellent planning and organisational skills and demonstrated ability to set priorities and meet deadlines.

Ability to work independently, show initiative, supervise staff and lead and manage a team.

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email.

Strong focus on delivering an exceptional student experience and customer service.

Special requirements (selection criteria)

There are no special requirements

Compliance

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

The University's Code of Conduct [Code of Ethics and Code of Conduct](#)

Inclusion and Diversity web.uwa.edu.au/inclusion-diversity

Safety, health and wellbeing [Safety and Health Policy](#)