



**Student Services Officer
POSITION DESCRIPTION**

Position Title:	Student Services Officer	Position Number: 15619	Faculty/Division: Sciences
Classification:	HEO5	No. Direct Reports & Highest Classified Position: nil	School/Branch: Faculty Office
FTE: 1.0	Reports to: Student Services Team Leader	Fixed: <input type="checkbox"/> Continuing: <input checked="" type="checkbox"/>	Discipline/Unit:
Position Summary:	<p>The Faculty of Sciences offers a large range of specialist undergraduate and postgraduate degrees, enrolling more than 2500 students annually. The Faculty's Student Services team provides services for students enrolling in programs delivered by the five Schools of the Faculty. Members are responsible for the provision of quality academic program advice to both prospective and current students and for the administration of a range of student related processes. Team members also support the activities of the Faculty Marketing and Outreach team through participation in recruitment events as required.</p> <p>As a member of the Faculty Student Services team, the Student Services Officer is responsible, under general direction, for the provision of quality academic program advice to prospective and current students, both written and oral.</p>		
Position Characteristics:	Scope	<p>Responsibilities for the role include supporting the selection and enrolment processes, providing advice on a range of student administrative matters, contributing to operational planning processes in relation to student matters and supporting the activities of the Faculty Marketing and Outreach team through participation in recruitment events.</p>	
	Significant internal/external relationships	<p>Academic Program Officers Associate Deans Team Leader, Marketing & Outreach Team Leader, Student Systems</p>	
	Special conditions	<p>Some out of hours work may be required.</p>	
	Delegations	<p>Nil</p>	



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<p>Key Responsibilities and Outcomes: Describe the key responsibilities and outcomes required for the role in the normal course of work</p>	<p>1</p>	<p>Provide high quality advice to prospective and current students</p>	<ul style="list-style-type: none"> ▪ Provide high quality and timely advice to students on a range of administrative matters such as degree requirements, enrolments, credit applications, examinations and student progress ▪ Provide accurate program advice to domestic and international students, liaising with other relevant offices and academic and administrative staff within the University ▪ Prepare accurate and timely correspondence to students and assist with the updating of Faculty publications including web based information ▪ Participate in recruitment activities for the Faculty's programs including student information sessions and seminars
	<p>2</p>	<p>Contribute to the selection and enrolment processes</p>	<ul style="list-style-type: none"> ▪ Ensure enrolment processes for the Faculty's programs are delivered efficiently. ▪ Liaise with relevant areas to assist with the assessment of undergraduate international student applications ▪ Ensure accurate and up-to-date program information including monitoring and maintenance of program and course information ▪ Accurately input course and student data into the University's student information system and interrogate the student system and data warehouse to produce reports, as required
	<p>3</p>	<p>Contribute to the effective delivery of student services</p>	<ul style="list-style-type: none"> ▪ Provide support to the Student Services Team Leader with implementation of student policies and procedures and undertake a range of administrative tasks ▪ Provide secretariat support to Faculty Committees, as required ▪ Contribute to the operational planning process and the review of administrative processes within the Faculty ▪ Be a pro-active member of the Faculty administration team focusing on building positive working relationships with all staff and customers and contribute to the smooth operation of the Faculty by providing support where required.
<p>Position Criteria:</p>	<p>Capabilities and Behaviours</p>	<p>Communication</p> <ul style="list-style-type: none"> • Adapts style and content of communication of ideas and information to match the audience • Uses appropriate communication methods for effective interactions with a preference towards personal interactions. • Uses high level communication skills (clarifying questions, summarising, paraphrasing) to ensure their meaning is understood. • Is persuasive and confident in communicating ideas. 	



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<p>Service Focus</p> <ul style="list-style-type: none"> • Takes personal responsibility to resolve enquiries, requests or complaints. • Uses initiative in actively and promptly following up with clients to ensure satisfaction with the service. • Seeks and acts on client feedback • Agrees expectations with client to ensure client understands service delivery timeframe 	<p>Teamwork</p> <ul style="list-style-type: none"> • Provides appropriate information, support and encouragement to enable successful task completion. • Actively participates in team meetings through sharing ideas and contributing to discussions. • Accomplishes shared goals through accepting joint responsibility. • Supports team members to achieve their goals by sharing workloads. • Exercises tact, tolerance and humour to promote team harmony. 	<p>Relationship Building</p> <ul style="list-style-type: none"> • Respectfully interacts with people from diverse backgrounds and experiences. • Shows tact and diplomacy in dealing with people. • Builds trust in relationships through maintaining confidentiality and keeping commitments. • Builds rapport by making informal contacts in own and other work areas. 	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Demonstrated high level organisational and administrative skills. • Experience in delivery of student services in a tertiary institution. • Knowledge of student administration systems and use of Microsoft Office software. • Experience in working with students from a broad range of backgrounds. 	<p>Qualifications</p> <ul style="list-style-type: none"> • Tertiary qualification and/or relevant equivalent experience
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<p>Occupational Health, Safety and Welfare Requirements:</p>	<ul style="list-style-type: none"> All Supervising staff are required to implement and maintain the University's OH&S and Injury Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions.
<p>University Expectations:</p>	<p>All staff are expected to:</p> <ul style="list-style-type: none"> Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors; Participate in the Performance Development Review Process which includes a regular review of their performance against the responsibilities an performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions; Perform their responsibilities in a manner which reflects and responds to continuous improvement; and Read, understand and comply with all University policies and procedures.