



OZFORD COLLEGE OF BUSINESS

JOB DESCRIPTION

POSITION TITLE: Student Services / Administration Officer

REPORTS TO: Head of Department

**IN CHARGE OF
OTHER STAFF:** Coordinate with other department staff

DATE: December 2017

Purpose of the Position:

Working as part of a small team, the Student Services and Administration Officer is responsible for:

- Providing support to students to adjust to study and life in Australia
- Conducting and processing student induction related documentation after admission, change of course, deferral, withdrawals and any other student's inquiry's within agreed turnaround timelines.
- Managing students after the enrolment process completed - providing assistance, advice and support to enrich student experience and maximize learning outcome, as per Ozford's policies and procedures
- Resolving and recording communication of student services requests.
- Providing any other administrative support to academic and general staff members as required.

DUTIES:

Student Engagement and Transition

- Conduct orientation and provide transition support for new students entering the college.
- Be the main contact for all new student enquiries and correspondence.
- Ensure all enquiries are resolved and recorded accordingly.
- Organize student ID cards and Overseas student health over
- Monitor student timetables study dates & student numbers
- Assist with ELICOS graduation on a weekly basis.

Student Services Support

- Provide accurate information and advice to students based on about attendances, academic progress, adjusting to living in Australia and other issues
- Actively engage students with the college community
- Refer students to other staff members as required
- Liaison with student parents, guardians and other stakeholders, as required
- Monitor student attendance and course progress in a timely manner
- Implement appropriate actions to ensure students comply with school policy and procedures
- Organise special events (for eg: Graduation, promotions, excursions, etc)

Administrative and other support

- Liaise with different departments to maintain accurate student records and electronic filing system
- General Admin duties (data entry, mailing and filing)
- Assisting with enrolment and re-enrolment
- Relief main Reception and other front desk duty as required
- Prepare and maintain accurate information and quality layout of presentation in letters & weekly newsletters
- Other tasks delegated by senior team members.

QUALIFICATIONS REQUIRED:

A relevant qualification plus experience in a similar client service and administration role is essential. A degree will also be looked upon favorably. A Current Working with Children's Check is required.

EXPERIENCE/KNOWLEDGE/SKILLS REQUIRED:

- Experience within international education and strong student services and administrative background.
- Intermediate to Advanced competency in the use of MS Office Package.
- Effective oral & written communication skills
- Exceptional time management, self-motivated and flexible in responding to changing work priorities.
- Ability to work independently and as a member of a small team.
- Ability to work within existing guidelines, policies and procedures, and manage a busy workload and work under pressure.
- Ability to speak a second language will be highly regarded
- Competent in the use of Student/Learning management systems. (VETtrak, Moodle) (preferable)

Confirmation of acceptance of, and adherence to, the role of student services/administrative office:

Name: _____

Signature: _____

Date: _____