

JOB DESCRIPTION

Administrator Student Administration

ROLE TITLE	Administrator Student Administration
SECTION/DIVISION:	Shared Services Division, Student Experience
REPORTS TO:	Lead Administrator Student Administration
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Provide proactive effective and efficient Shared Services Student Administration services, and timely, accurate, courteous and consistent information and assistance. Working within set criteria and a portfolio of activity, provide timely, accurate, courteous and consistent information and assistance across activities such as: University Admission; Programme Admission; scholarship administration; course management, assessment, academic record maintenance, and academic progression (including prizes and awards) and graduation.</p> <p>The role is part of the Shared Services team, flexibly providing administrative services across the University. A strong customer service focus is critical to success in this role.</p>
ACCOUNTABILITIES:	<p>Perform a range of administrative activities in accordance with prescribed criteria across the Student Administration portfolios, escalating or referring where appropriate. Respond and attend to enquiries in a professional and timely manner, providing accurate information, and referring more complex matters as appropriate.</p> <p>General activities include: receive and validate applications; verify identity; assess eligibility against prescribed criteria and where appropriate make/communicate decisions using delegated criteria; initial eligibility screening against minimum criteria, prepare applications for decision making body, receive decisions and communicate outcomes; following up on incomplete applications; coordinating documentation for review committees; and liaise with academic and support services staff, as appropriate.</p> <p>Undertake Programme Admission activities including: prepare applications for decision making body for research-based programmes and programmes with limited entry; coordinate processes associated with limited entry programmes such as arrange applicant interviews, auditions and or presentations of portfolios; receive and administer applications for credit for prior tertiary study; and monitor and collect reference materials about overseas qualifications.</p> <p>Perform course management activities such as: process Special Permission and Departmental Permission paper requests; timetabling clash and change of course requests; course approving undergraduate single degrees (including finalist checking); confirm student visa is valid and appropriate for course of study; annotate programme/paper decisions on the academic record.</p> <p>Deliver assessment activities such as: identify students who are ineligible to sit Final Examinations; process requests for recounts, special consideration and finalist exam only (FEO) cases; make arrangements for special examinations, exam timetable clash and alternative arrangements; perform initial screening of alternative arrangements requests and make recommendations.</p> <p>Undertake data maintenance and academic progression activities such as: producing academic transcripts; running reports; failed prerequisite and conditional enrolment processes.</p>

Perform graduation related services such as: process and check applications and eligibility to graduate; maintain waitlists; package diplomas and academic transcripts for graduation ceremony, prepare programmes, send to inabsentia graduands, allocate and distribute tickets; coordinate with other areas of the University (e.g. Events service) to arrange logistical tasks such as venue, guest speakers, musicians and the like.

Maintain an up-to-date knowledge of the University's and government admission, enrolment and administrative regulations, policies and guidelines.

Produce a range of routine reports, and proactively identify and monitor against prescribed criteria for activities such as students: with incomplete applications; who have not re-enrolled; who do not meet course progression rules; whose academic progression would benefit from intervention and support; and high achieving students and opportunities for PG/Honours/scholarships/academic awards and prizes.

Actively contribute to developing, reviewing and improving work processes, procedures, policies and the student experience.

Maintain accurate and up to date student files, databases, records and information, record results and upload documentation using service management systems. Document escalated matters or complaints to enable seamless follow up.

Understand and comply with privacy requirements and legislative obligations ensuring the confidentiality, privacy and integrity of information.

Work collaboratively with colleagues, AskOtago and the broader Shared Services Division, and academic and support service areas to deliver an integrated and seamless suite of services.

Perform first aid and/or fire warden duties (if required).

KEY RELATIONSHIPS:

Internal

Students

Student support service units and teams

International Office

Marketing Services including Events service

Shared Services staff particularly the Student Development team, Timetabling Service, AskOtago

Advisory and operational support services

External

Prospective students

Whanau and parents

Otago University Students' Association

Government Departments, institutions and agencies

QUALIFICATIONS & EXPERIENCE:

Essential

NCEA (min Level 2) or equivalent recognised qualification.

2+ years' experience working in a busy administration role where high levels of customer service delivery are expected.

Preferred

Tertiary qualification.

Experience providing student administration or related services in a tertiary education organisation.

Experience of working effectively with customers from a variety of backgrounds.

TECHNICAL SKILLS AND KNOWLEDGE:Essential

Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills.

Experience using University information systems.

Preferred

Experience and understanding of a student management system or a Customer Relationship Management (CRM) system.

Experience of using eVision an advantage.

Knowledge of university and government regulations that relate to tertiary education admission.

SPECIAL REQUIREMENTS:

Contribute as part of a network of Shared Services staff to provide suitable coverage during periods of leave and peak period activities.

May be required to perform duties at different workplaces or locations across the campus.

Annual leave may not be approved from 1 Dec to mid-March due to peak period activity.

Actively participate in University wide activities such as attendance at graduations, careers expos and recruitment activities.

DIRECT BUDGET ACCOUNTABILITY:

Nil

HEALTH AND SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
ENABLE	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
PERSONAL ATTRIBUTES	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
LANGUAGE AND CULTURE	Te Reo	Foundational
	Tikanga Māori	Foundational

CAPABILITY FRAMEWORK DESCRIPTORS

Administrator Student Administration

ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Speak at the appropriate pace and volume for varied audiences</p> <p>Explain things clearly</p> <p>Display active listening and allow others time to speak</p> <p>Write in a way that is logical and easy to follow</p>	<p>Understand the importance of quality customer service</p> <p>Proactively help customers understand the services that are available</p> <p>Take responsibility for delivering timely services which meet customer requirements</p> <p>Keep customers informed of progress in a timely manner and seek feedback to ensure their needs are met</p> <p>Show respect, courtesy and fairness when interacting with customers</p>	<p>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</p> <p>Respond positively to others who need clarification or guidance on work activities</p> <p>Step in to help others when workloads are high</p> <p>Keep team and supervisor informed of work tasks</p>	<p>Utilise facts to support claims</p> <p>Help to find solutions that contribute to positive outcomes</p> <p>Respond to conflict without worsening the situation and refer to a supervisor where appropriate</p> <p>Know when to withdraw from a conflict situation</p>

ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Complete own work tasks under guidance, within set budgets, timeframes and standards</p> <p>Take the initiative to progress own work</p> <p>Identify resources needed to complete allocated work tasks</p> <p>Seek clarification when unsure of work tasks</p>	<p>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of team work plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</p>	<p>Find and check information needed to complete own work tasks</p> <p>Identify and inform supervisor of issues that may impact on completion of tasks. Escalate more complex issues and problems when these are identified</p> <p>Share ideas about ways to improve work tasks and solve problems</p> <p>Suggest improvements to work tasks for the team</p>	<p>Take responsibility for own actions</p> <p>Be aware of delegations and act within authority levels</p> <p>Be aware of team goals and their impact on own work tasks</p> <p>Escalate issues when these are identified</p>

PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Be open to new ideas and approaches</p> <p>Offer own opinion, ask questions and make suggestions in an appropriate manner</p> <p>Be willing to adapt to new situations</p> <p>Do not give up easily when problems arise</p> <p>Stay calm in challenging situations</p>	<p>Behave in an honest, ethical and professional way</p> <p>Take opportunities to clarify understanding of ethical behaviour requirements and follow legislation, rules, policies, guidelines and codes of conduct that apply to own role</p> <p>Speak out against misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills</p> <p>Show commitment to completing work activities effectively</p> <p>Look for opportunities to learn and improve own performance seek feedback from colleagues and stakeholders</p> <p>Demonstrate a motivated attitude to work activities</p>	<p>Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs</p> <p>Be open to the inputs of others</p> <p>Work to understand the perspectives of others</p>

PEOPLE MANAGEMENT

Manage and Develop Capability	Inspire Direction and Purpose	Optimise Work Outcomes	Change and Innovation
<i>Engage and motivate staff and develop capability and potential in others</i>	<i>Communicate goals, priorities and vision and recognise achievements</i>	<i>Manage resources effectively and apply sound workforce planning principles</i>	<i>Support, promote and champion change, and assist others to engage with change</i>
NOT APPLICABLE	NOT APPLICABLE	NOT APPLICABLE	NOT APPLICABLE

LANGUAGE & CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
FOUNDATIONAL	FOUNDATIONAL
<p>Use te reo Māori words and greetings in an appropriate way in the work place</p> <p>Endeavour to use and pronounce Māori words correctly</p> <p>Actively participate in training and development opportunities that increase own te reo Māori language capability</p>	<p>Understand the University's Māori Strategic Framework and its relevance for own work</p> <p>Demonstrate some awareness of Māori customs, values and beliefs</p> <p>Has some knowledge of Te Tiriti o Waitangi</p> <p>Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi</p>