

**STUDENT SERVICES OFFICER
POSITION DESCRIPTION**

Position Title:	Student Support Officer	Position Number: 00010677	Faculty/Division: Deputy Vice-Chancellor and Vice- President Academic.
Classification:	HEO4	No. Direct Reports & Highest Classified Position: Nil	School/Branch: Student Support and Administration
FTE: 1.0	Reports to: Manager, International Student Centre	Fixed <input checked="" type="checkbox"/> Continuing	Discipline/Unit: International Student Centre
Position Summary:	<p>The International Student Centre provides a first point of contact for international students studying in Adelaide. The International Student Centre provides a wide range of administrative support services that follow the student life cycle from arrival to graduation and manages students under a variety of sponsorship agreements including Australia Awards.</p> <p>Working under general direction, the Student Support Officer provides information to newly arrived and continuing international students on a range of services and administrative matters. The position provides administrative support to projects and programs run by the International Student Centre with a particular focus upon supporting newly arriving students and sponsor reporting obligations.</p>		
Position Characteristics:	Scope	<p>The University has over 5,600 international students from over 90 different countries studying undergraduate, study abroad, exchange, post-graduate and research programs.</p> <p>The International Student Centre is located within the Division of the Deputy Vice Chancellor & Vice President (Academic) forming part of the Student Services and Administration Branch.</p>	
	Significant internal/external relationships	<ul style="list-style-type: none"> • International Student Centre Staff • School and/or Faculty Staff • Adelaide Graduate Centre • Hub Central and Ask Adelaide • Student Finance Office • International Office • Professional and Continuing Education 	
	Special conditions	<ul style="list-style-type: none"> • Reasonable workplace adjustments will be made for people with a disability • Occasional out of hours work required 	
	Delegations	Nil	

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Key Responsibilities and Outcomes	1	Customer Service	<ul style="list-style-type: none"> • Provide assistance and advice to students at the International Student Centre's front counter, including telephone, online and email enquiries • Provide appropriate referral within the Centre, University and external agencies • Maintain a high level of knowledge about legislative requirements in particular the National Code of Practice affiliated with the ESOS Act, administrative procedures and services relevant to international students to enable the provision of sound advice
	2	Administrative Support	<ul style="list-style-type: none"> • Provide support functions including photocopying and collation of documents, maintaining filing systems, updating circulation lists, dealing with general enquiries and administrative support • Produce letters, memos, reports, emails, publications or other documents relating to routine or recurring issues • Maintaining data on arriving students and providing information to help new students make a smooth and successful transition to life in Adelaide • Manage the ISC petty cash in line with University requirements and assist in the payment of accounts by the timely provision of information to Branch Finance Officer
	3	Project Support	<ul style="list-style-type: none"> ▪ Provide a full range of administrative services including supporting projects and programs run by the International Student Centre
	4	Assist in the provision of timely information to sponsors	<ul style="list-style-type: none"> ▪ Review results and collate information in preparation for progress reports to sponsors
Criteria	Capabilities and Behaviours	Service Focus	<ul style="list-style-type: none"> ▪ Responds promptly to the needs of the client even when under pressure ▪ Maintains clear and appropriate communications and boundaries with the client ▪ Demonstrates active listening and questioning skills to identify client needs and issues
		Communication	<ul style="list-style-type: none"> ▪ Seeks to understand the viewpoint of others and asks questions to clarify meaning ▪ Conveys ideas clearly to others, both verbally and in print ▪ Cooperates with others, shares relevant information and seeks information from others as required

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	Achievement Drive	<ul style="list-style-type: none"> ▪ Takes responsibility for own work to achieve quality results ▪ Meets deadlines and follows through on commitments ▪ Sets own work priorities and uses tools to manage their time effectively to achieve work objectives
	Flexibility and Adaptability	<ul style="list-style-type: none"> ▪ Willingly adopts different approaches in order to achieve results ▪ Adapts behaviour in response to constructive feedback ▪ Accepts changes in job role in a positive manner
	Teamwork	<ul style="list-style-type: none"> ▪ Works effectively in a team environment ▪ Encourages cooperation and collaboration ▪ Understands the work of the group and demonstrates a commitment to team goals
	Knowledge and Experience	<ul style="list-style-type: none"> ▪ Demonstrated knowledge of the Australian tertiary sector and an understanding of the issues facing international students ▪ Demonstrated experience in providing high quality customer service in a cross-cultural work environment in a medium to high volume counter environment ▪ Knowledge of the ESOS Act and affiliated National Code of Practice and a working knowledge of the student visa program as it pertains to students in higher education ▪ Demonstrated high level administrative and organisational skills including a capacity to meet competing and demanding deadlines ▪ Demonstrated experience in Microsoft Office Suite of products and in using databases, with a demonstrated ability to enter and maintain accurate data. Experience in updating web based information is highly desirable. ▪ Demonstrated experience in assisting with events
Qualifications	<ul style="list-style-type: none"> ▪ A tertiary level qualification and/or relevant work experience 	

