

Position Title:	Student Support Officer	Position Number: 00010677		Faculty/Division: Deputy Vice-Chancellor and Vice- President Academic.			
Classification:	HEO4		ect Reports est Classified Position: Nil	School/Branch: Student Support and Administration			
FTE: 1.0	Reports to: Manager, International Student Centre	Fixed [☑ Continuing	Discipline/Unit: International Student Centre			
Position Summary:	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.						
	Working under general direction, the Student Support Officer provides information to newly arrived and continuing international students on a rate 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.						
Position Characteristics:	Scope		The University has over 5,600 international students from over 90 different countries studying undergraduate, study abroad, exchange, post-graduate and research programs.				
		The International Student Centre is located Chancellor & Vice President (Academic) for Administration Branch.					
	Significant internal/external relationships	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		Reasonable workplace adjustments will be made for people with a disability				
			Occasional out of hours work required				
	Delegations		Nil				



Key Responsibilities and Outcomes			•	Provide assistance and advice to students at the International Student Centre's front counter, including telephone, online and email enquiries	
una outoomes				•	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		•	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 Supp	port	-	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		•	Review results and collate information in preparation for progress reports to sponsors
Criteria			Service Focus		Responds promptly to the needs of the client even when under pressure
	Capabilities and Behaviours			-	Maintains clear and appropriate communications and boundaries with the client
				•	Demonstrates active listening and questioning skills to identify client needs and issues
			Communication	•	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



	Achievement Drive	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	 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 Works effectively in a team environment Encourages cooperation and collaboration		Encourages cooperation and collaboration	
		Understands the work of the group and demonstrates a commitment to team goals	
Knowledge and	 Demonstrated knowledge of the 	Australian tertiary sector and an understanding of the issues facing international students	
Experience	 Demonstrated experience in providing high quality customer service in a cross-cultural work envingh 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	A tertiary level qualification and/or relevant work experience		



Occupational Health, Safety and Welfare Requirements	All Supervising staff are required to implement and maintain the University's OH&S 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.						
University Expectations	All staff are expected to:						
	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 Planning, Development and Review 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.						
Approvals:	Head of School / Branch Manager	Director Human Resources					
Head of School / Branch Manager	Name:	Name:					
	Signature:	Signature:					
	Date:	Date:					
Acknowledgement of Incumbent	I have read and understood the requirements of the position						
	Name:(please print) Sig	nature: Date:					