

POSITION DESCRIPTION

Title: Student Services Administrator

Classification: HEW4

Reports to: Student Services Manager

Direct reports: Nil

Issue date: June 2022

JOB PURPOSE

The Student Services Administrator provides administrative support for the efficient delivery of courses and student enrolments at NAS. As a member of the Student Services team, the Student Services Administrator has a primary role in liaising with academic program coordinators to support effective delivery of NAS courses and provides frontline customer service duties in facilitating student enquiries and enrolments and assisting with academic staff enquiries.

KEY RESPONSIBILITIES

- Provide a full range of administrative support to ensure the efficient delivery of courses and student administration;
- Assist the Student Services Manager in the effective management of applications, enrolments, and course progression records, through maintaining and continuously improving student management systems and administrative processes;
- Provide frontline customer service including information and advice to students and prospective applicants, on application and enrolment procedures;
- Complete financial transactions and undertake reconciliation processes on a weekly basis;
- Assist in the collation of enrolment reports, regulatory submissions, and other associated documentation;
- Maintain and build effective relationships with staff, students, and the public;
- Aid with National Art School functions, preparation of graduation ceremony and student exhibitions;
- Assist in the preparation of marketing material for the promotions and publicity

of NAS programs, in conjunction with the Marketing department;

- Perform other relevant administrative and support duties as required;
- Understanding of ethical practices, EEO and WHS policies;
- Perform other related duties as required.

QUALIFICATIONS / EXPERIENCE

- Tertiary qualification or relevant administrative experience or an equivalent combination of relevant education and experience;
- Excellent organisational skills, including a demonstrated ability to manage records, work to deadlines and prioritise own workload in a busy work environment;
- High level written and verbal communication skills;
- High level computing skills and experience, especially word processing, spreadsheets, and knowledge of databases/management of information systems;
- Experience working with culturally diverse communities and maintaining culturally safe spaces and programs;
- Ability to work flexibly as part of a team;
- Ability to handle confidential matters and documents appropriately;
- Knowledge and understanding of EEO, Ethical Practice and WH&S.

KEY RELATIONSHIPS

Internal	
Reporting Line	Deputy Director, Head of Studies
Direct Manager	Provide timely and effective support to the Student Services Manager, including any relevant administrative tasks and updates as required.
Students	Develop and maintain effective relationships, assisting and directing as necessary.
Colleagues	Develop and maintain effective working relationships.
Stakeholders	Develop and maintain effective working relationships.

ACKNOWLEDGMENT

I have read and understood this position description and I accept the key accountabilities outlined in this position description. I understand that this position description is used primarily for the purposes of position salary band evaluation, candidate information and as a reference point for performance agreements and reviews. This position description does not attempt to define specific tasks of the position.

Print Name: _____

Signed: _____

Date: _____

P.D. REVIEWED & APPROVED

NAME	POSITION	SIGNED	DATE
	Executive Team Leader		
	CEO		