

Position Details

Position Title	Student Services Specialist
Organisational Area	Registry & Employability
Reports to	Student Centre Manager
Location	City Campus / Manly Campus

Overall Purpose

To engage and administer the services provided to students throughout their education lifecycle. Provide excellent customer service while at the Student Centre (City/Manly Campus), to ensure that students, staff and visitors' enquiries, both in person and electronically, are resolved according to departmental service level expectations. To administer all student service processes in accordance with provider policies and procedures, ensuring compliance with relevant regulations and legislation.

Accountabilities

The below statements are intended to describe the general nature and level of work being performed in this role. They are not construed as an exhaustive list of responsibilities, duties, or skills required. From time-to-time, personnel may be required to perform duties outside of their normal responsibilities as needed.

1.	Provide excellent customer service to Students and external stakeholders - Answer, screen and forward incoming phone calls - Provide basic and accurate information in person and via phone/email - Forward enquiries to the appropriate department as required
2.	Maintain accurate Student files and recording of Student communication - All student communication is recorded against the student record - Student records are updated and maintained in the Student Management System as well as Customer Relations Management System used by the Institution (e.g. Avantis & Salesforce) - The student file database and CRM are promptly updated with all student communication and interaction from the Student Services department (phone calls, visits)
3.	Ensure efficient administration of policy and procedural requirements - Communication is in line with policies and procedural requirements - Documentation follows legislative requirements - Administer all academic and administrative related processes including relating to student lifecycle (including but not limited to leave of absence, withdrawals, document request, change of course etc.)
4.	Provide administration (academic and non) and communication throughout the Student Lifecycle - Communication to individual and/or cohorts is provided to ensure information regarding their academic progression is given, such as enrolment, class timetable etc. - Administer all communication required for students' academic requirements and change of status - Undertake administration tasks as and when required

7.	General • Adopt a friendly, courteous and professional approach at all times when dealing with staff, students, and members of the public • Perform effectively under busy conditions and meet deadlines • Perform tasks in relation to the job in an efficient and accurate manner • Demonstrate a mature, team-oriented attitude • Possess a high level of interpersonal and organisational skills as well as effective oral and written communication • Maintain confidentiality • Consistently adhere to the rules, policies and procedures as issued from time to time by college management • Ensure a high standard of personal and professional presentation and grooming at all times reflecting the high standards of the College • Maintain a thorough knowledge of all policies and procedures which relate to this position and other information as required • Attend all scheduled all staff meetings and other meetings as scheduled from time-to-time • Attend regular departmental meetings
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Institutional Responsibilities

1.	Co-operate with management in its fulfilment of its legislative obligations
2.	Demonstrate a proactive approach to health and safety by reporting unsafe behaviour/practices
3.	Avoid placing others at risk by any act or omission
4.	Familiarise yourself with relevant policy and procedures held in the Institutional Policy Register and adhere to all guidelines within that are relevant to your area
5.	Understand and comply with relevant legislation such as the HESF 2015, ESOS Act 2000, National Code 2018 and HES Act 2003.

Key Relationships

Main Contact	Frequency	Purpose
Students	daily	Provide excellent customer service and administrative support to all ICMS/ ISCA/ Aspire students.
Student Centre Manager	daily	Administer tasks, projects as required, report on matters related to daily operation of reception.
Associate Vice President (Student Administration)	daily	Administer tasks, projects as required. Assist with students' engagement, administrative procedures such as student complaints, appeals
Deputy Registrar	daily	Assist with the planning and execution of graduation
Senior Registrar & Data Officer	daily	Assist the registry office with administering key processes such as enrolment, intervention, and transitions.
Academic Team	daily	Provide administrative support and guidance on student services related processes.

Knowledge, Skills, Experience and Qualifications

	Essential	Desirable
Minimum 1 year experience in a Student or Customer service environment	x	
Strong service ethic and desire to help others	x	
Understanding of student administration and service	x	
Adaptability to master Student Management Systems and Governmental regulatory portals such as PRISMS	x	
Ability to provide evidence of a National Police Check and Working with Children check	x	
Strong sense of ownership and self-motivation		
Strong people and administration skills	x	
Strong ability to empathise and communicate with students from a diverse range of backgrounds	x	
Process driven and calm under pressure	x	
Citizenship / Permanent Residency or an appropriate visa issued by the Department of Home Affairs (DHA) with full working rights or	x	
Understanding of regulatory and legislative frameworks relevant to tertiary education (e.g. ESOS, TEQSA HE Standards)		x
First Aid Qualified		x
Second Language		x

It is not the intent of this job description to limit the scope of this position in any way but to give an overview of this role at ICMS. You may at times be required to work on other tasks and areas as directed by your supervisor.