



Position Description

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| Position Title: Student Administration and Compliance Officer | Classification: Bond Level 3 |
| Faculty/School/Office: Student Business Services | Date Position Classified/Updated: February 2024 |

Purpose of the Position:

Student Business Services provide administrative support and advice to students and Faculty staff on a range of matters including enrolment, timetabling, examinations, international student compliance, graduation, FEE-HELP, US Loans, Scholarships and Overseas Student Health Cover (OSHC).

Mission: Student Business Services aims to deliver efficient and professional administrative services to students and staff for activities associated with the enrolment, examination, and graduation of students in conjunction with a demonstrated commitment to ongoing process review and improvement.

The Student Support Officer will assist with the operation of administrative duties and provision of advice to students regarding student compliance and general departmental administration.

The focus of this role is to work closely with the Coordinator, Financial Aid and International Compliance, the Financial Aid Officer and the Senior Manager, Enrolment and Administration to provide advice and support to students.

The position requires expertise in the use of software for multiple databases including Technology One Student Management System (Student One) and Customer Relationship Management (CRM) system.

The incumbent is also required to have an understanding of the legislative environment (HESA, ESOS, CRICOS, National Code of Practice), overseas loan schemes, university rules, guidelines and policies.

Hours of Work:

This is a full-time position for which the indicative hours are 8.30am to 5.00pm Monday to Friday. However, at this position will be supporting the student related activities, there will be a need to work outside of these hours, on occasion, to be present at, graduations, orientation and other functions and events.

Reporting Relationship:

This position reports to the Coordinator, Financial Aid and International Compliance:

**Selection Criteria:**

- Completion of relevant qualification or a combination of professional administration experience and education/training in a customer focused role.
- Demonstrated understanding of the legislative environment (HESA, ESOS, CRICOS, National Code of Practice), overseas loan schemes, university rules, guidelines, and policies.
- Demonstrated experience in and a proven commitment to customer service including an ability to work professionally in a high volume, process driven administrative environment with variable workflow patterns demonstrating accuracy and attention to detail.
- Demonstrated initiative and problem-solving skills and the ability to prioritise work and meet deadlines.
- Demonstrated high level of computer literacy with ability and willingness to embrace new technologies and identify opportunities for process and systems-based improvements.
- Demonstrated attention to detail with ability to interpret policy, regulations, and guidelines.
- Demonstrated ability to work flexibly and independently as an effective team member contributing to goals of Student Business Services.
- Excellent oral and written communication skills, with the ability to liaise at all levels and with people from diverse backgrounds and cultures.

Desirable Criteria:

- Completion of a bachelor's degree
- Previous experience in a higher education institution in student administration, particularly in a student financial aid role.

| Competency | Responsibility |
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| Student Financial Aid | <ul style="list-style-type: none"> • Process electronic Commonwealth Assistance Forms (eCAFs) for domestic students accessing the FEE-HELP and SA-HELP loan schemes, including the monitoring of citizenship and tax file number requirements. • Assist in producing and distributing Commonwealth Assistance Notices (CANs) to students. • Monitor student FEE-HELP limits. • Complete loan applications and confirmation of enrolment forms for students in receipt of foreign government student loans. • Respond to student enquiries relating to FEE-HELP, SA-HELP and foreign government student loans |

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| Overseas Student Health Cover (OSHC) | <ul style="list-style-type: none"> • Assist with monitoring OSHC renewals for international students to ensure compliance with visa requirements • Assist in the preparation of OSHC schedules for submission to the university's health care provider • Assist with processing of OSHC refunds • Assist and respond to student enquiries relating to OSHC |
| Administrative Support | <ul style="list-style-type: none"> • Assist management with the collation and preparation of applications from students requesting withdrawal without academic and financial penalty. • Assist with travel and accommodation bookings for staff training and conferences. • Process and reconcile credit card charges for all areas of Student Administration • Assist with international student address reporting • Manage the collection and data matching of Unique Student Identifiers (USIs) for FEE-HELP and Graduation purposes. • Assist with general departmental administration. |
| Working Relationships | <ul style="list-style-type: none"> • Ensure timely escalation of complex student enquiries and issues to the Financial Aid Student Advisor and/or management as required. • Work closely with the Coordinator, International and Financial Aid Compliance and Financial Aid Student Advisor to ensure timely reporting for student financial aid matters. • Develop close working relationships with colleagues within Student Business Services and in particular the enrolment team to provide information regarding withdrawal without academic and financial penalty applications from students. • Work with the Senior Manager, Enrolment and Administration to undertake other administrative tasks within Student Business Services. |
| Customer Service | <ul style="list-style-type: none"> • Provide professional, timely and accurate turnaround of all student correspondence relating to student financial aid enquiries made in person, via email and telephone ensuring first point of resolution. This includes producing student letters and forms upon request. |
| Continuous Improvement | <ul style="list-style-type: none"> • Actively contribute to improving systems and processes by making recommendations for improvement and assisting with subsequent implementation as required. • Identify ways to improve current processes to establish more streamlined work practices and improved client service outcomes. • Assist with the drafting and development of business processes that support the goals of Student Business Services and the University. • |
| Understanding of Quality Assurance | <ul style="list-style-type: none"> • Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. • Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes. |
| Understanding of Cultural Sensitivity | <ul style="list-style-type: none"> • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills. |

**Understanding of
WHS
Responsibilities**

- Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area.
- All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame.
- Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

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