

Position Title	Student Services Officer
Department	Education
Reports To	Team Leader, Student Services
Location	Brisbane or Sydney

Position Purpose

The Student Services Officer will be proactive in undertaking administration tasks to ensure that the practices of the RTO provide a positive student experience for learners. At the direction of the Team Leader, Student Services, the role will enhance student services via responsive, first point of contact resolution rates and student engagement strategies.

Position – Key Result Areas

Has direct responsibility over	[1]	Recommends, advises, interprets	[2]
Shares responsibility with others	[3]	Provides information	[4]

Accountability [1-4]

RTO Administration

[1]

In consultation with and at the direction of the Team Leader, Student Services, work closely with other Student Services Officers and the broader RTO to:

- Manage the student enrolment process and maintaining student data via the Student Management System (aXcelerate)
- Support the Team Leader, Student Services with maintenance of, and student enrolment into, the Learning Management Systems, Moodle & GoReact
- Liaise with students in matters relating to enquiries, enrolments, fee payment, engagement and day-to-day management
- Check eligibility & Language, Literacy and Numeracy testing results and communicate with students where necessary
- Collate enrolment data to identify student support needs and communicate these in a timely manner to the relevant team(s)
- Connect students to support and resources to ensure improved learning outcomes for individuals
- Develop templates and automated emails at key points of their learning journey to enhance efficiency, engagement and quality improvements
- Set up invoicing and payment plans in aXcelerate
- Work with the Finance team to ensure accurate invoicing and tracking of student fees is maintained and follow up outstanding payments

General

[1]

- Book venues and interpreters as required
- Create Zooms for online classes
- Respond to emails in the shared RTO email inbox in a timely manner and as per internal standards
- Support the Team Leader, Student Services with organising information sessions, enrolment days and other events and attend such events as required
- Provide administrative support for all aspects of booking, registering, advertising and delivery of the Auslan Only Weekend (AOW) camps

- Maintain adequate student records and ensure aXcelerate is used to record notes of communication against student profiles
- Prepare statistical information for the Team Leader, Student Services for reporting purposes
- Answer telephone and email enquiries, providing accurate and relevant information and/or make appropriate referral
- Provide technical support to students for Moodle & GoReact
- Other related administration tasks as required at the discretion of the Team Leader, Student Services

Other duties as required:

Attendance at Auslan Only Weekends may be required on the first evening. This will entail travel outside of the metro area and also work on an evening.

Decision Making

Decisions	Recommendations
Time Management and Work priorities	Policy and Service Directions and Priorities

Primary Relationships

Internally	Purpose
Team Leader, Student Services	Coordination, support and supervision
Student Services Officers, Team Leader, Interpreting Qualifications, Team Leader, Auslan Qualifications, Team Leader, Auslan Trainers Team Leader, Foundation Skills	Collaboration, liaison, support, advice
All Education staff,	Shared strategic direction, collaboration and optimisation of resources
External	Purpose
All visitors and stakeholders	Information, direction and liaison
Members of the Deaf community, subject matter experts and relevant community and professional bodies	Industry consultation, subject matter knowledge and support

Persons or functions that report to the position holder:

N/A

Knowledge and Skills - Critical Skills

Requirement for Skills / Knowledge in this position

N = None	L = Little Need	D = Desirable
M = Moderate	I = Important	C = Critical

	N	L	D	M	I	C
Innovating			*			
Planning						*
Organising						*
Financial Management		*				
Customer/Client Orientation						*
Administration						*
Auslan			*			
Vision				*		
Data Gathering				*		
Problem Solving						*
Deciding				*		
Implementing					*	
Communicating						*
Lobbying			*			
Negotiating						*
Consulting					*	
Participating						*

Selection Criteria

Essential

- Excellent customer service skills
- Well-developed interpersonal and communication skills
- Ability to adopt a flexible approach to work tasks and preparedness to implement changes as the need and opportunity arise
- Skills with Microsoft Applications: Microsoft Office Suite (Word, Excel, Outlook, Internet)
- Ability to work autonomously
- Sound organisational and time management skills
- Positive and flexible attitude
- Attention to detail
- Auslan skills

Desirable

- Experience and knowledge of using a Student Management System i.e. AXcelerate and Moodle with particular knowledge of Workflow processes
- Proven problem-solving abilities.
- Understanding of Windows operating systems, file structures, file formats, and protocols.
- Demonstrated capacity to work within a team-oriented environment.
- Knowledge of the Deaf community, language and culture

Salary

Salary will be based on qualifications and level of experience. Salary packaging will also be available.

Please sign below your agreement of the above position description.

Name _____

Signature _____

Date _____