



POSITION DESCRIPTION

STUDENT FINANCE ASSISTANT STUDENT SYSTEMS AND ENROLMENT

Vacancy Reference No:	08103
Major Cost Centre:	Central Administration
Organisational Unit:	Student Systems and Enrolment, Academic and Student Services Division
Classification:	Higher Education Officer Level 4
Salary Range:	\$43 106 to \$46 605 pa full-time
Superannuation:	Employer contribution of 17% of salary Employee contribution of 7% of salary
Total Remuneration Package:	\$50 434 to \$54 528 pa full-time The total remuneration package includes salary and employer superannuation contributions.
Employment Type:	Continuing, full-time
Supervisor (Title):	Student Finance Team Leader
Closing date:	5.00 pm, Monday 12 May 2008

KEY PURPOSE

The Student Finance Assistant supports a range of student finance activities, and works in a team context to provide a quality service to students in regard to administration of fees, various Commonwealth and foreign government loan schemes, and sponsorship contracts.

ORGANISATIONAL ENVIRONMENT

The position is located within the Student Finance team of Enrolment and Student Finance Services, which is part of the Student Systems and Enrolment section, Academic and Student Services Division. This section includes teams responsible for the management of enrolment-related services (including online enrolment support, student records, and the student transcript); the management of student finance (fees, charges, invoicing, sponsorship etc) and the management and support of a number of systems supporting student administration, especially the student information system, Student One.

KEY RESPONSIBILITIES AND OUTCOMES

Provide effective support for student finance activities in accordance with University policy and Government legislation by:

- responding to phone, email and counter inquiries across the full range of functions performed by Student Finance Services;
- preparing correspondence and documentation relating to student fees;
- assisting with the preparation of information materials relating to student finance, including frequently asked questions and answers for publication.

Assist with the day-to-day management of student accounts by:

- recording and maintaining student financial records, issuing fee accounts, reconciliation of student accounts and follow-up of overdue student debts;
- maintaining health cover records for international students, issuing health cover cards to students and liaison with health insurance agencies regarding student health cover payments;
- setting up and maintaining contracts for local and international sponsored students (including AusAID) liaison with sponsors for payment of these contracts and follow-up of overdue sponsor debts;

Support student and University compliance with the legislative requirements of external agencies, including DEEWR, ATO and the US Federal Government, by:

- processing routine Request for Commonwealth Assistance forms (CAFs) and preparation of Commonwealth Assistance Notices (CANs);
- assisting with processing of applications for re-credit of Student Learning Entitlement (SLE) and/or remission of debt;
- assisting with resolution of relevant DEEWR data collection issues.

Assist Student Finance Officers as needed with administrative support relating to the programs and services offered by the Student Finance team.

Staff responsibilities may be varied by the University in order to allow the University to respond to operational needs or requirements.

SUPERVISION RECEIVED

The incumbent engages in work that in the main, is generally prescribed with some scope to determine their own priorities. She/he will operate within a framework of established procedures, workplace routines, deadlines and expectations.

SUPERVISION PROVIDED TO OTHERS

No supervisory responsibilities are required for this position.

WORKING RELATIONSHIPS

The Student Finance Assistant reports to the Student Finance Team Leader, and will also work closely with Enrolment Services staff, to ensure a quality overall enrolment experience for students, and with Faculty and other Central Administration staff as required.

The position will operate in the context of continuous change impacted by legislation and University policy.

UNIVERSITY EXPECTATIONS

All staff are expected to:

- contribute to the efficient and effective functioning of the team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor;
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's Occupational Health and Safety and Equal Opportunity Policies.

SELECTION CRITERIA

(Note for intending applicants – applicants should address each selection criterion individually and should argue their case by citing evidence to support their claims rather than presenting a list of facts only).

Essential criteria

1. Proficiency in the use of a computerised student information system, preferably the Student One student system, for performing tasks requiring a high level of attention to detail, numeracy and accuracy.
2. Ability to interpret and follow complex procedures.
3. Demonstrated ability to provide responsive, high-quality service.
4. Effective verbal and written communication skills, including the ability to communicate professionally via telephone, email and in person.
5. Well-developed interpersonal skills, and the ability to work independently and as a member of a team.
6. Ability to work to deadlines and balance competing demands.
7. Diploma level or other qualification with subsequent relevant experience or an equivalent combination of relevant experience and/or education/training.

Desirable criteria

1. Experience with the University's student finance procedures.
2. Familiarity with relevant University policies and Commonwealth legislation.

SELECTION OF CANDIDATES

Candidates will be evaluated on merit against all of the various components that make up this position description. Assessment will take into account all information that is determined to be appropriate, eg written application, qualifications, interview, work samples, skills testing and referee reports.

The final decision regarding appointment to this position will be based on an assessment of the requirements of the total Position Description.

INFORMATION FOR PROSPECTIVE STAFF

All intending applicants should read the *Essential Information for Applicants*, available at <http://www.flinders.edu.au/employment/app.php> If you are unable to access this information on the web site, please contact the contact person nominated below.

Information about Flinders University, living and working in Adelaide and employment at the University is available at <http://www.flinders.edu.au/employment/whyflin.php>

CONTACT DETAILS

For further information about the position contact Roxanne Pendlebury, Enrolment Services Manager, phone 8201 3619, email roxanne.pendlebury@flinders.edu.au.

SUBMITTING AN APPLICATION

All applications must be lodged with Personnel, Policy and Practice, Flinders University, GPO Box 2100, Adelaide, South Australia 5001.

Further information regarding procedures for mailing, e-mailing, faxing or delivering applications are provided in the *Essential Information for Applicants* Please do **not** forward applications to the contact person nominated as the contact person.

Name of Authorising Officer: Barbara Fergusson
Name of Authorising Officer in Human Resources:
normally Director, Human Resources or nominee
Date of last update: April 2008