

POSITION DESCRIPTION

Student Services Assistant

(0.5 FTE)

Our Vision

A world shaped by love, compelled and informed by the Gospel.

Our Mission

To equip students and scholars to renew their communities with a faith as intelligent as it is courageous.

Location

This role is primarily based at Laidlaw's Henderson campus.

Key Relationships

Responsible to: Student Experience Co-Lead (Student Services)

Other Key Relationships:

- Academic Registrar
- Academic Quality Director
- Student Experience Co-Lead (Student Support)
- Student Services Staff
- Staff in other departments
- Students

Role Purpose

This role supports the Student Services team to deliver a seamless admissions, enrolment, orientation and graduation experience for students. The Student Services Assistant works with the Student Services team to ensure student and course records are accurate and current. This position is pivotal in maintaining the efficiency and accuracy of these processes, while contributing to a quality student experience.

Role Accountabilities

ACCOUNTABILITIES	KEY TASKS
Customer Service	<ul style="list-style-type: none"> Respond to enquiries promptly with a friendly and appropriate manner. Assist with appropriate information and service. Support with Orientation and other Laidlaw events as requested by Student Services Manager. Address concerns and report to Student Services Manager.
Student Management System (SMS)	<ul style="list-style-type: none"> Enquiries and application process: Verify documents, providing guidance on admission requirements, and update SMS and other record sources in a responsive time frame. Enrolment process: Provide guidance to students, accurately process contracts, invoices, and public trust forms in an appropriate time frame. Support Student Services Coordinator and Academic Registrar with processing i. Single Data Return (SDR) ii. Fees Free Invoicing iii. Grade Processing iv. Cross Crediting v. Graduation Eligibility and Processing Ensure that student, staff, programme, course and fee information in the SMS is accurate and current. Perform other duties required to ensure the SMS operates effectively and efficiently.
Public Trust	<ul style="list-style-type: none"> Support the enrolment process, by following up with Public Trust (PT) form from student, checking this is completed correctly and authorising the form by signing on behalf of Laidlaw College. Email Authorised PT form and any other relevant documents to Public Trust with student ID where necessary and upload copy into student SMS file. Perform any other tasks associated with PT as required and report any issues to Student Services Manager.
Student Records	<ul style="list-style-type: none"> Ensure student privacy and confidentiality is maintained and documents are filed and stored accurately and appropriately.
Learner Management System (LMS)	<ul style="list-style-type: none"> Process extension requests on Moodle (LMS) when required by authorised staff.
Graduation	<ul style="list-style-type: none"> Assist with producing and sending graduation awards and transcripts. Assist with organising graduation regalia for students.
General Duties and Responsibilities	<ul style="list-style-type: none"> Be punctual and work the hours and times specified. Prioritise workload to ensure work of the greatest importance to the college is undertaken with urgency and to a high standard.

ACCOUNTABILITIES	KEY TASKS
	<ul style="list-style-type: none"> • Support and help develop a positive workplace culture. • Demonstrate excellent interpersonal communication skills. • Responsibly manage all college resources within accountability levels. • Undertake all duties and responsibilities outlined in this job description and all other duties as required by the college. • Comply with all employment obligations. • Promptly undertake to complete all reasonable and lawful instructions and directions given. • Serve the college in good faith, promoting and protecting the college's best interests. • During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations, and instructions related to employment. • Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

Qualifications, Skills & Experience

QUALIFICATION/SKILL/ EXPERIENCE	DETAILS
Educational qualifications	<p>Desired</p> <p>Bachelor's degree (Theology, Education, Counselling preferred)</p>
Skills/Knowledge/ Experience	<p>Essential</p> <ul style="list-style-type: none"> • Clear, confident, and relational communication skills. • Professional and warm telephone and email manner and etiquette. • Excellent computer skills (Microsoft Office applications, email, cloud based systems). • Ability to accurately concentrate on details while remaining mindful of the big picture. • Conscientious attention to detail. • Effective administration skills. • Data entry accuracy

QUALIFICATION/SKILL/ EXPERIENCE	DETAILS
	<p>Desired</p> <ul style="list-style-type: none"> • Tertiary education administration experience • Experience with SMS, LMS and or Public Trust processes
<p>Further characteristics</p>	<ul style="list-style-type: none"> • Committed to the Mission and Vision of Laidlaw College. • Able to take initiative and be flexible regarding the key tasks outlined above. • Strong customer service focus. Friendly, sensitive, and helpful attitude towards students and others within the Laidlaw community. • Ability to work alone, but also able to relate to other departments and to the whole Laidlaw team. • Respects and engages confidently with female and male students of all ethnicities and with differing theological and church affiliations.