Administration Coordinator, Registrar’s Office
PEP, Navitas Professional Institute
Sydney, full time; fixed-term; parental leave replacement

Navitas was founded in 1994 with the goal of helping more international students succeed at university in Australia via improved student support and an extended academic year. Since then, Navitas has significantly expanded the services it offers students and clients and is creating opportunities through lifelong learning for more than 80,000 people in 27 countries every year.

Navitas listed on the Australian Securities Exchange (ASX) in 2004 and is now an S&P/ASX Top 100 Company, employing more than 5,500 staff globally. Navitas operates across three Divisions.

For more than twenty years, Navitas Professional Institute has been developing and delivering courses and programs for students looking to advance their knowledge, skills and careers. We offer an extensive range of Nationally Accredited courses from Certificate to Masters Level in a wide range of discipline areas such as Psychology, Counselling, Nursing, Community Services, English Teacher Training and Criminal Justice. Navitas Professional also delivers training and business solutions to employers to meet their requirements for “work-ready”, skilled employees and provides learners and clients with relevant, practical tertiary and vocational skills, work experiences and support in their career development and working lives.

Introduction to the role
The Administration Coordinator, Registrar’s Office, (NPI) is responsible for providing high level operational support to the Registrar’s office in key national student administration, student liaison, graduation and data collection processes. The role reports to the Deputy Registrar.

Key Result Areas
In conjunction with the Deputy Registrar NPI, other members of the Registrar’s Team and other NPI managers, the Administration Coordinator ensures the ongoing success of the NPI business unit by contributing to the following areas:

- Coordinate the graduation process including assessment of applications, communicating with graduands, liaising with schools, printing of testamurs and statements of results
- including communicating with successful students, processing certifications and verifying eligibility
- Coordinating examinations across Navitas Professional Institute
- Coordinate records of assessment results
- Coordinate Course progression across colleges
- Implement policies and procedures
- Coordinate web-based publication of content related to the functions of the Registrar’s Office across colleges
- Assist with routine administrative tasks associated with checking data accuracy and reporting for AVETMISS compliance
Essential Skills & Experience

- Relevant tertiary qualifications and/or work experience
- Experience in a similar role in the tertiary sector assisting a Senior Manager within a diverse and complex role
- Strong analytical, and excellent written and verbal communication and interpersonal skills
- Advanced skills in Microsoft office, specifically Word and Excel
- Planning and project management skills
- Demonstrated ability to develop effective working relationships with a diverse range of people
- Demonstrated ability to assist in the preparation of documentation for projects and meetings and minute-taking
- Effective time management and organisational skills

Desirable Skills & Experience

- Experience in using EduPoint

What we offer

An attractive remuneration package will be negotiated with the successful candidate. The Navitas Group offers outstanding long-term career opportunities within Australia and abroad, and is values driven and an equal opportunity employer. Only people who are eligible to work in Australia may apply for this position.

Enquiries can be directed to Robert Pastorelli - Deputy Registrar and Director Student Retention and Success email robert.pastorelli@acap.edu.au. Applications, which will need to include a resume and a letter addressing the selection criteria, must be submitted via the following web link www.acap.expr3ss.com. Applicants will be asked to respond to a number of questions which will assist with the selection process.

Applications close on Sunday 13th March 2016 at 1 PM AEST.
Position Description

Administration Coordinator Registrar’s Office

Navitas Professional Institute

Full-Time, Fixed-Term, Parental Leave Replacement

Division: Navitas Professional Institute (NPI)

Reports To: Deputy Registrar and Director Student Retention and Success

Navitas is a diversified global education provider that offers an extensive range of educational services for students and professionals including university programs, language training, professional education and student recruitment.

The Administration Coordinator, Registrar’s Office, (NPI) is responsible for providing high level operational support to the Registrar’s office in key national student administration, student liaison, graduation and data collection processes. The role reports to the Deputy Registrar.

Essential duties and responsibilities

• Assist in the management of key ACAP surveys
• Assist Deputy Registrar in monitoring and managing student progression
• Be the key point of contact for International students course progression
• Management of examinations
• Manage course completions and graduations processes
• Accurately apply national protocols and processes to student administration matters
• Maintain confidentiality of student data, registers and files
• Take guidance from the Deputy Registrar on priority issues and work collaboratively to improve the student experience
• Research and benchmark activities within Registrar’s office

Essential skills and experience:

• Experience in a similar role in the tertiary sector assisting a Senior Manager within a diverse and complex role
• Strong analytical, and excellent written and verbal communication skills
• Advanced skills in Microsoft office, specifically Word and Excel
• Planning and project management skills
• Ability to work in small team environment but also able to work independently
• Ability to take the initiative in suggesting quality improvements
• Ability to liaise with relevant internal departments as required
• Assist in the preparation of documentation for projects and meetings and be able to take minutes
Key Relationships
The Administration Coordinator works closely with the Deputy Registrar, NPI, other NPI Managers and Team Leaders.

- Deputy Registrar
- NPI School Managers and Team Leaders
- Head of Schools
- NPI Operations Managers
- Regional Directors

In conjunction with the Deputy Registrar NPI, other members of the Registrar’s Team and other NPI managers, the Administration Coordinator ensures the ongoing success of the NPI business unit by contributing to the following areas:

Duties

Completions and Graduations

Support the Deputy Registrar in the awards issuance process

- Process “Applications to graduate” from self-identifying students and students intending to exit their awards early
- Submit & process VET “Applications to graduate”
- Communicate with graduands who apply in terms of next steps, turn-around time, etc.
- Follow established procedures
- Conduct preliminary academic eligibility checks and correct all data in the database as required
- Liaise with the Schools, Finance, Placements and Library to verify final academic eligibility sign off
- Prepare and print transcripts, testamurs, statements of attainment for sign-off according to regulatory requirements and due process
- Manage SUG, SPG and Corporate training completions and certificate printing

Post conclusion of graduation ceremonies

- Co-ordinate mail-out of credentials to students who graduated in absentia
- Update award details of the student in the database
- Identify ongoing process improvements

Support other award issuance duties

- When required, reissue transcripts and testamurs on students’ requests
- Issue Completion letters

Examinations

Coordination of examinations

- Maintain security of examinations
- Manage invigilators including recruitment, ensuring all HR/payroll paperwork (including timesheets) is completed, assignment to examination sessions, supervision and providing feedback to invigilators
- Manage all cross checking in line with conduct of examinations procedures
- Manage the sign-over process with schools
Data collection

Assist in the conduct of the QILT suite of surveys
- Assist in the provision of data for survey populations
- Send any required reminders to students or graduates
- Assist in the management of data files
- Assist in the management and submission of the post-survey files to internal data analyst

Coordinate the Annual Student Satisfaction Survey
- Assist Deputy Registrar in administration of survey
- Assist Deputy Registrar in posting feedback and other communication regarding the SSS

Student progression
- Communicate change of status to students
- Manage all initial student enquires complaints and appeals in relation to progression and change of status and forward more complex issues to Deputy Registrar
- Ensure EduPoint is updated with status changes
- Maintain excluded students register
- Monitor and take appropriate action in regards to International student course progression

Academic, Student and General Administration
- Document administration procedures and other procedures related to policy implementation as required
- Respond to all student enquiries courteously and within agreed timeframes with accurate information
- When required, attend and take minutes for meetings chaired by Registrar and prepare documents for meetings
- Manage amended results
- Update Edupoint to reflect change of grade

Website maintenance
Manage Registrar’s section of the website for additions, content and changes to content for including:
- Forms
- Policies
- Handbooks
- Key dates
- Enrolment
- Graduation (including applications, dates, academic dress)
- International

Other Duties
- Conduct background research for projects as required by the Registrar
  Perform other duties as specified from time to time by the Registrar

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