

AFTRS

Student Information Manager (Ongoing Full-Time)

AFTRS is Australia's Screen and Broadcast School, established to fuel and empower Australian creativity and storytelling. AFTRS is consistently rated as one of the top film schools in the world.

We are looking for an experienced Student Information Manager to join the People & Culture team. You will be responsible for overseeing the management and ongoing improvement of the student management system (Paradigm), managing student records and student-facing administrative processes across the academic year, including enrolments, progression, scholarships, change of status, and graduation. You will also be responsible for ensuring the accuracy of student records held in the Student Centre and for providing day-to-day triaging support to ensure that student enquiries are answered, and the correct support provided.

As Student Information Manager at AFTRS, you will:

- Oversee the management and ongoing improvement of the system for managing student records and student-facing administrative processes across the academic year, including enrolments, progression, scholarships, change of status and graduation; to ensure that AFTRS continues to comply with threshold standards for record keeping and in particular section 1.5 of HESF2015 Qualifications & Certification.
- Ensure that student records, held in the Student Management System (SMS) and elsewhere, are up-to-date, accurate and status change requests are processed in a timely manner, including offers, deferrals, enrolments, withdrawals, and leave of absence.
- Working with key stakeholders, be responsible for issuing of offers and managing exit clearance process as well as issue other key communication about enrolment, as it relates to FEE-HELP.
- Working closely with the Student Recruitment team to provide timely assistance and problem-solving in the processing and managing of applications and offers.
- Act as first point of contact for all enquiries into the Student Centre responding and triaging requests as relevant.
- Manage and control the disbursement of Scholarship fees, and coordinate the allocation of student debts, follow-up payment of student fees including allocation of fees to FEE-HELP. Assist in coordination of the application for Scholarships.
- Research, develop, and implement procedures to improve both operational efficiency and quality assurance of student centre, student records and the effective functioning of the Student Management System (SMS).

About you:

- You have demonstrated significant administrative experience in a tertiary education environment, with an understanding of enrolment processes and relevant regulations.
- You have demonstrated strong computer skills, attention to detail and high-level proficiency in the use of student management information systems or equivalent.
- You have demonstrated ability to develop, implement and communicate information, policies, and processes accurately and appropriately.
- You have demonstrated interpersonal and relationship management skills with a strong student-centred focus.
- You have proven project coordination skills including high-level organisational skills and the ability to manage logistics.
- You have proven excellent analytical, research and problem-solving skills.
- You have demonstrated an understanding of TEQSA and quality assurance processes.

This position is open to all Australian citizens or Permanent Residents.

As a creative organisation, we understand the importance of offering flexible working to support your own creativity, wellbeing, and balance. We will genuinely consider applications for job share and part-time working. We also support working from home and flexible working hours.

AFTRS is committed to building a richly diverse staff and faculty. AFTRS actively supports and appreciates workplace diversity and we strongly encourage and welcome applicants from Aboriginal and Torres Strait Islander people, people from a wide range of backgrounds and people with a disability.

Please note, the successful applicant will be required to undertake a Working with Children Check.

Salary: AFTRS Level 7 \$94,077 - \$101,473 (dependent on experience), plus up to 15.4% super and excellent benefits.

Applications Close: Monday, 28 September 2020

**AFTRS JOBS
PORTAL LINK**