

<b>Position Title</b>	Enrolment and Fees Officer
<b>Group/Portfolio</b>	Office of the Deputy Vice Chancellor (Education)
<b>Classification</b>	HEW Level 5
<b>Position Number</b>	00050565
<b>Reports To</b>	Coordinator, Enrolment and Fees
<b>Employment Type</b>	Continuing

## 1.0 Position Purpose

Under the direction of the Enrolment and Fees Coordinator, the Enrolment and Fees officer provides high quality, client focused administrative services to stakeholders including students and staff to support the University's enrolment and fees activities, in accordance with University policies and Government legislation.

## 2.0 Eligibility Requirements

- Completion of a relevant degree, or an equivalent combination of experience, skills and/or training.

## 3.0 Key Responsibilities

- Deal with complex Student Administration issues and the provision of advice to students and staff relating to the student life cycle including enrolment and fees processes and activities.
- Assess and process relevant workflows including but not limited to: Change of Residency applications, Academic Payment Plans, Domestic Refunds, Open Enrolment and the cancellation due to non-payment of fees process.
- Maintain knowledge of the procedures, policies and legislation relating to enrolment and fees at Griffith University, including the Higher Education Support Act and the Education Services for Overseas Students Act.
- Monitor and resolve enrolment and fees issues.
- Contribute to the effective support of any third-party Student Administration function, including but not limited to Open Universities Australia, Department of Education, Department of Human Services, Centrelink and the Department of Immigration.
- Provide assistance and contribute to the delivery of Enrolment and Fees and Student Administration functions. Any other duties as directed by the Co-ordinator Enrolment and Fees or Senior Manager, Student Administration.

- Ensure compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

#### 4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the **Leads Self** section of our [Capability Development Framework](#).