

Position Title	Coordinator Enrolment and Fees
Group/Portfolio	Office of the Deputy Vice Chancellor (Education)
Classification	HEW Level 7
Position Number	00051013
Reports To	Senior Manager, Student Administration
Employment Type	Continuing

1.0 Position Purpose

The Coordinator, Enrolment and Fees plays a key role in ensuring effective, efficient and compliant enrolment and fee operations across the University. This includes proactively reviewing existing processes to identify opportunities for streamlining and improved service delivery.

The role will contribute to operational excellence by leading continuous improvement initiatives, leveraging emerging technologies including AI enabled tools where appropriate, and ensuring processes operate consistently and reliably in alignment with University policy, legislation and quality standards.

2.0 Eligibility Requirements

- The occupant of this role will hold relevant degree with at least 4 year's subsequent relevant experience, or an equivalent combination of relevant experience and/or education/training.

2.0 Key Responsibilities

- Lead systematic reviews of enrolment and fee processes to identify inefficiencies, risks, duplication and opportunities for simplification and optimisation.
- Develop recommendations and lead implementation of improved procedures, workflows and documentation to enhance operational efficiency and service quality.
- Identify opportunities to utilise digital tools or AI supported solutions to improve accuracy, reduce manual workload and enhance student and staff experience.
- Coordinate the timely resolution of complex enrolment and fee matters, working collaboratively with Student Management Solutions, Student Engagement and Digital Experience, Student Life, Griffith International and relevant academic groups.
- Oversee operations during key periods (e.g., Open Enrolment, census dates), ensuring clarity of roles, preparedness, communication and consistent execution.

- Establish and monitor quality assurance mechanisms to ensure adherence to policy, legislative requirements and audit standards. Supervise enrolment and fees staff by providing coaching, support, effective task allocation and leadership of training material development, while fostering a culture of continuous improvement and enhanced digital capability to ensure smooth operational delivery.
- Provide advice to the Senior Manager, Student Administration on changes to policy and procedures relating to enrolment and fees.
- Utilise University systems to access, write and run data queries (including SQL) to extract, analyse and interpret enrolment and fee data, producing accurate reports and actionable insights.
- Any other duties as directed by the Senior Manager, Student Administration.
- Lead and promote 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 Others section of our [Capability Development Framework](#).