



Baptist Churches

WESTERN AUSTRALIA

JOB DESCRIPTION

YOUR JOB TITLE: Director of Student Services 1.0FTE

YOUR NAME:

DEPARTMENT: Vose Seminary

YOUR SUPERVISOR: Principal

APPROVED BY:

Your Signature

Supervisor Signature

JOB PURPOSE

In a couple of sentences this describes what your job is expected to accomplish. Describing what overall end results are expected from your position and how they contribute to the success of Baptist Churches Western Australia.

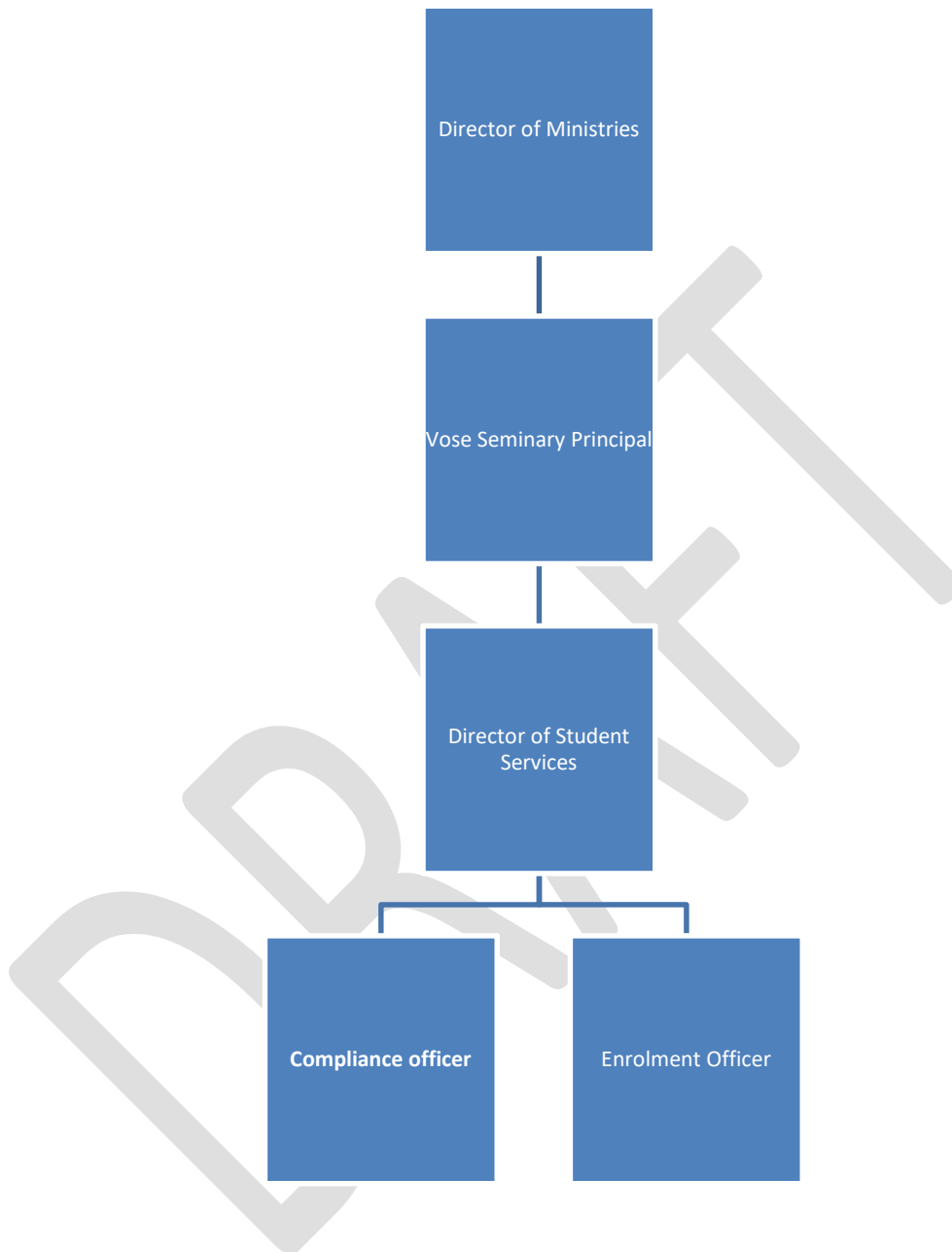
The Director of Student Services (DSS) will have impeccable professional standards, have high interpersonal capacities and will have a demonstrated ability to lead and manage an administrative team. The DSS will oversee and be responsible for the Student Services Team, acting as the primary point of reference and management for all matters concerning enrolments, course requirements, academic records and student database management.

With a strong focus on client services, the successful applicant will ensure the Student Services team delivers high quality and meaningful services to all current and prospective students. Driving the enrolment funnel, the DSS will nurture leads into enquiries with a strong relational and vocational focus ensuring that people have a wonderful experience interacting with the team and that they are listened to and journeyed with, regardless of enrolment outcome.

Working closely with the Academic Dean and the Director of Corporate Services, this role ensures that academic policy and procedure is written and implemented to a high standard. As a member of the Executive team the DSS is also involved in future development and strategic direction as it pertains to the above areas.

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ORGANISATION STRUCTURE



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JOB RESPONSIBILITIES

WHAT you do	HOW you do it	WHY you do it (expected end result)
Leadership	<ul style="list-style-type: none"> • In liaison with the Principal, provide leadership and management, including performance alignment, for the Student Services Team. • Be an active member of the Seminary Executive Team contributing to strategic direction and new initiatives and projects. • Produce and record weekly agenda and minutes for Executive Leadership team meetings. • Produce statistical reports and metrics for the Executive team to evaluate business effectiveness and drive efficiency and decision making. • Coordinate and lead the involvement of the Student Services Team in key Seminary events including Open Day, Orientation day and Commencement and Conferral service. • Model and foster a team culture of regular attendance and involvement at chapel, staff meetings and weekly student lunch. • Manage academic and student complaints or issues in liaison with relevant stakeholders. • Provide backup to the administrative and library team as required. 	<p>To ensure a warm, friendly, competent student services experience at Vose</p> <p>To assist the Principal and the Executive Team in carrying on the strategic vision and mission of the Seminary.</p> <p>To provide leadership in fostering a vibrant worshipping and learning community at Vose.</p> <p>To foster strong and positive relationships between faculty and staff and students at Vose.</p> <p>To ensure the public experience of Vose is professional and warm, and supports the vision and mission of the Seminary.</p>
Student Services	<ul style="list-style-type: none"> • Provide course pathway advice, directing and overseeing student course pathways in liaison with academic staff. • Refer all pastoral care situations to relevant faculty or staff. 	<p>To support prospective and current students and ensure a positive and successful experience at Vose.</p>
Academic administration	<ul style="list-style-type: none"> • To provide leadership and oversight of academic administration including compliance, policy and procedure, enrolment processes and data management. • Oversee student communication processes, ensuring prompt service, phone guides and relational emails/attachments are professionally warm with adequate content. • Assist Academic Dean with programming, collection and storage of all course materials, unit evaluations, timetables and fee schedules • Edit and update Student Handbooks and all academic forms. 	<p>To maintain a high level of branding and professionalism for all Vose documentation.</p> <p>To comply with legislation requirements</p> <p>To ensure accurate information is provided to prospective and current students.</p>
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	<ul style="list-style-type: none"> • Provide to Academic Dean details of students who have completed awards and achieved prizes for commencement and conferral. • Complete RPL applications • Assist the Director of Vose Research with the submission of research. • Orientate adjuncts and visiting lecturers to relevant Vose academic processes and procedures • Manage moderation process and prepare reports for review by Academic Dean • Manage UQAF process and prepare reports in liaison with the Academic Dean • Liaise with the ACT regarding cross credit and graduation requirements, as well as individual student matters. • Carry out unit evaluations at the end of each semester and refer results to Academic Dean 	<p>Ensure all publications are accurate and up to date.</p> <p>To ensure smooth communication between faculty and administrative staff on all matters pertaining to the operation of the teaching and learning programs.</p> <p>To be the point of contact for all ACT matters pertaining to academic administration and ensure the highest academic standards are being kept.</p>
Compliance	<ul style="list-style-type: none"> • Support the Compliance Officer to oversee all compliance related matters pertaining to Vose • Ensure Vose complies with Higher Education Provider requirements in liaison with ACT • Ensure Vose complies with Registered Training Organisation requirements • Manage registration, reporting and re-accreditation requirements • Responsible for oversight and management of all relevant academic and RTO policy and procedure • In consultation with the Director of Corporate Services, develop a Seminary Continuous Improvement Plan. 	<p>To provide oversight for all regulatory and legislative compliance and high standards of governance for the Seminary.</p> <p>To enable the Seminary to fulfil its mission of providing education and training for ministry</p>
Enrolment Process	<ul style="list-style-type: none"> • Manage the 'enrolment funnel' including recruitment, enquiries, enrolment into programs, FEE Help applications etc. • Responsible for first point of contact processes for all enquiries and enrolments ensuring all leads, potential/current students are followed through thoroughly. • Advise prospective students about courses, subjects, fees and application procedures and refer to relevant Course Adviser. • Provide oversight to enrolment and registration processes and follow up of all student applications, including coordinating student interviews and acceptance letters. 	<p>To ensure a smooth enrolment process for students both prospective and continuing.</p> <p>To ensure legislative and regulatory compliance for all overseas student enrolments.</p> <p>To support overseas students to have a successful experience of study at Vose</p>

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	<ul style="list-style-type: none"> • Managing enrolment process systems, including SMS and CRM platforms ensuring all student leads are recorded, distributed to appropriate staff and followed up. • Oversee student Direct Debits and cross-check all student fee charges, reporting any issues to DCS and accounts. • Oversee administration of Moodle for students, including attendance. 	To ensure good financial process
International Student Liaison	<ul style="list-style-type: none"> • Liaise with all overseas students • Advise and liaise with ACT and relevant government departments on matters specific to overseas students such as visas and government requirements • Oversee all compliance in relation to the recruitment and enrolment of overseas students. 	<p>To ensure legislative and regulatory compliance for all overseas student enrolments.</p> <p>To support overseas students to have a successful experience of study at Vose</p>
Data Management and Reporting	<ul style="list-style-type: none"> • Oversee the collection, storage and reporting of data in order to drive strategy. • Ensure all student data is accurate and current in all systems at all times • Ensure all subject and course variations are processed correctly, ensuring that changes are consistent with course requirements, and all records are updated • Coordinate and process all unit results in liaison with lecturers and ACT and Vose Training 	To ensure accurate records are kept, provide early warning of deficiencies and assist with government reporting and compliance.
Facility	<ul style="list-style-type: none"> • In liaison with the wider Admin team ensure that all areas are set up, clean and secured to a high level at the beginning and end of the day and that all foyers and displays are up to date at all times. 	To ensure the public experience of Vose is professional and warm, and supports the vision and mission of the Seminary.
Involvement in community life	<ul style="list-style-type: none"> • Play a critical role in the planning and execution of Seminary events including Open Day, Orientation Day, Booksale and Commencement and Conferral service. • Regular involvement in Chapel, staff prayer and staff meetings • Regular involvement in weekly student lunch. 	<p>To contribute to fostering a vibrant worshipping and learning community at Vose.</p> <p>To foster strong and positive relationships between faculty and staff and students at Vose.</p>
Other	To take any other delegated task whenever required	To fulfil the need

DECISION MAKING AUTHORITY

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Authority level of job (by describing decisions that can be made and actions that can be taken).

DECISIONS:

(a) Made without referring to Supervisor

Decisions involved in the day to day running of student enrolment and management that are in accord with Vose policy, strategic plan and procedure.

(b) Referred to supervisor for a decision

Matters which the Director of Student Services is unsure of, or that differs from Vose policy, strategic plan or procedure

KNOWLEDGE, SKILLS AND PERSONAL QUALITIES REQUIRED IN JOB

Describe the knowledge, skills and personal qualities required to do the job.

(a) Formal education:

VET Diploma or higher in Business Management and Administration preferred.

(b) Work Experience:

Experience in higher education administration preferred

Experience with TAMS, Power Pro, Prisms and Access beneficial but not essential

(c) Personal Qualities (e.g. people management, attention to detail)

- Relationship and commitment to Jesus Christ.
- Commitment to:
 - BCWA Values, Vision and Mission
 - Effectively serving God in whatever capacity He chooses
 - the leadership, ethos and strategic plan of Vose Seminary and the Baptist Churches Western Australia (BCWA) and its departments
- Strong, warm and professional 'front line' interpersonal skills and presentation
- Demonstrated ability to work with a range of people at all levels
- Attention to detail including project, data and process protection and management
- Ability to independently problem solve issues as they arise
- Ability to remain calm under pressure and handle a wide variety of tasks at once
- Ability to work in team and develop unity amongst staff
- Strong written and verbal communication skills
- High level of IT competency including Microsoft office suite
- Management of multiple database systems
- Ability to manage confidential and sensitive information
- Ability to work independently and innovatively to tight deadlines
- Capacity to analyse gaps and develop improvements to administrative process
- Flexibility to work outside of normal hours on occasion if required

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