

JOB DESCRIPTION

Title	Coordinator (Administration)
Institute/Department	Student Academic Services
Reports to	Principal Student Services Officer (PSSO)
Location/Campus	Kukum Campus

Summary

- Provides administrative support to the Principal Student Services Officer (PSSO).
- Ensure the services rendered to students are of quality, and address issues that concern student wellbeing at the University from registration through to graduation
- Provide support to the SAS teams (Admissions & Enrolment, SMS Course Administration & Data, and Assessment & Progression).
- Provide the relevant support for important events in the university
- Assist the PSSO and Principal Academic Student Officer (PASO) in the review of policies and procedures.
- Provide relevant support for the promotion of SAS/SINU to student prospects.
- Responsible for affairs of International students studying at SINU.

Roles and responsibilities of Secretary

Administration

- Responsible for student services and customer satisfaction through close supervision of counter staff and their activities
- To ensure a user-friendly atmosphere at the front counter
- Responsible for the compilation of necessary student data for the Graduation booklet for publication in consultation with the Registrar
- Responsible for the stage party program in consultation with Registrar
- Responsible for the issue of Certificates and Transcripts at SINU official graduation ceremonies.
- Responsible for organizing the student matters conference each semester and compiling feedback for Management.
- Responsible for careers talks and other promotional events for prospective students and schools.
- Assist with the establishment and review of SAS regulations, policies and procedures.
- Liaise with industry, public and private sector for employment opportunity initiatives for SINU graduates
- Maintain graduate's contacts details for ease of access.
- Responsible for SINU student Alumni
- Responsible for the administration of scholarships available to the university
- Secretary to the Students' General Disciplinary Committee
- Secretary to the Students' General Appeals Committee
- Secretary to the Graduation Committee
- Responsible for the printing of suspension and termination letters

- Responsible for the Issue of all Suspension and termination letters to concerned students
- Ensure that decisions on appeals are conveyed through mail/counter and/or telephone queries after the General Disciplinary & Appeals Committee meetings.
- Responsible for the printing and issuing of Certificates and Transcripts for short and bridging courses.
- To oversee the appropriate responses to emails in the (SAS) email address- sas@sinu.edu.sb.

Responsible for ensuring that all non-Solomon Island students studying at SINU have appropriate study permits in the Solomon Islands

People management and teamwork

- To assist with the management of the section in the absence of the manager.
- To take a proactive approach to continuous improvement and development of the work teams in relation to the areas of responsibilities
- To support the Manager in identifying the professional development needs of staff.

Business planning, reporting and management

- To participate in the business planning process
- To assist with the Division's quarterly and annual reports

Quality Assurance and customer satisfaction

- Monitor students' withdrawal, deferment & re-enrolments in consultation with appropriate sections
- Liaise with schools/institutes on academic matters.
- To assist in the quality assurance audit.

Initiative

- To undertake any other duties and responsibilities that may be determined by the manager from time to time.

Problem solving and impact

- To assist in resolving problems affecting the management of the day-to-day business by University regulations.
- To contribute to decisions, that have an impact on other academic-related school activities.
- To decide and develop an appropriate records system for academic data.
- To liaise with schools and students to ensure compliance with procedures and deadlines.

Resource management

- To manage the SAS budget in the absence of the manager.
- To produce a user guide to support the enrollment & registration process in consultation with the sections concerned.
- To contribute to the overall management of the department in areas such as budget maintenance and business planning.
- To alert the Manager to any budget shortfalls and HR issues within the division.
- To contribute to the management of quality, audit and other external assessments.

Working Environment

- To take responsibility for conducting risk assessments and reducing hazards (depending on the area of work and level of training received).
- To engage in continuous professional development.
- To understand and apply the principles of equality of opportunity in an academic context.
- To skillfully work across divisions and schools in the resolution of academic issues.
- To balance the competing pressures of knowledge transfer, administrative demands and deadlines.

Minimum Qualification Requirement

A master's or postgraduate qualification or a minimum of a Bachelor's degree in a relevant discipline and equivalent level of expertise gained from a combination of experience, training or professional accreditation.

Experience

- A minimum of 3 years of work experience in an administration environment probably in a higher education institution environment
- Ability to manage staff to increase their job knowledge and optimize performance.
- Well-written and oral communication and interpersonal skills.
- Ability to provide and a strong commitment to effective and timely client service.
- Able to work under minimum supervision and meet deadlines.
- Demonstrated ability to deal with tact and confidentiality and highly sensitive issues.
- Have good organizational management and administrative skills.
- Be a team player.
- Have good skills in the use of computer applications.
- Be on time for work.

Desirable for the position:

- Willing to work after hours to complete tasks.
- Have demonstrated the ability to work under minimum supervision and meet deadlines.
- Demonstrated ability to deal with tact and confidentiality in highly sensitive issues.
- Have good office organizational management and administrative skills.
- Be a team player.
- Have good skills in the use of computer applications.
- Be on time for work.

Terms and Conditions

The position is for three (3) years under an employment contract. Remunerations and benefits will according to the SINU Salary level for Officers under the General Support Services Stream. The contract is renewable subject to good performance.