

POSITION DESCRIPTION



Position	Fees and Reporting Officer
Level/ Classification:	H0506
Reports to	Team Leader, Fees and Reporting
Unit	Student Administration
Directorate	Student and Library Services
Positions Supervised	Nil

Position Purpose

The Fees and Reporting Officer is responsible for the provision of all student fee related services, including handling of student enquiries in relation to tuition fee invoices, payments, and refunds. It has the primary responsibility for the assessment of remission of debt requests. The position is also responsible for the assessment and issue of Confirmation of Enrolment for International students in response to changes in students' enrolment as well as the update of individual student records in the Provider Registration and International Student Management System (PRISMS).

Working closely with other teams in the Student Administration portfolio and the University, it plays a vital role in ensuring that a seamless and positive experience is always provided to students and staff.

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Biddi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

About the Work Area

The Student Administration portfolio includes Admissions, Student Progress and Fees, & Reporting Teams. It is responsible for core student administration functions including admissions, advanced standing, student enrolments, fees, results and graduations. Through highly efficient and effective processes, outstanding customer service and placing the student at the centre of all our endeavors, the team is responsible for ensuring that a student's administrative journey at Murdoch University is connected, seamless and enjoyable. The team works closely with other areas of the Student and Library Services portfolio and other areas of the University to ensure that all administrative processes support an excellent student experience and are aligned with the University's strategic goals.

Reporting Relationships



Key Responsibilities / Duties

1. Under the direction of Team Leader, Fees and Reporting, actively support the Team in the delivery of all student fee and international student reporting activities.
2. Work in collaboration and build effective working relationships with both the Academy and Professional Services to support the delivery of University goals and objectives.
3. Provide expert advice and support for users in relation to the student records system and related reporting systems, ensuring records are in accordance with University Statutes, Regulations, Rules, Policies, Procedures and Guidelines, and relevant Commonwealth and State government legislation.
4. Work with Team Leader, Fees and Reporting to ensure business processes are designed to support the student experience in an efficient and effective way.
5. Support compliance with relevant legislation, including HESA and ESOS, University policies and procedures, including equity and health and safety and exhibit good practice in relation to same.
6. Maintain a culture of exceptional customer service, following the University objective of placing the student at the centre of everything we do.
7. Assume responsibility for the assessment of remission of debt requests.
8. Assume responsibility for the assessment and issue of Confirmation of Enrolment (CoE) for International students in response to changes in students' enrolment.
9. Assume responsibility for the update of individual student records in the Provider Registration and International Student Management System (PRISMS).
10. Provide accurate and prompt advice to student enquires regarding student fees, payments, refunds, payment plans, CoE renewals and other area specific enquiries.
11. Perform all student record related actions in Callista, and associated databases and record all student enquiries received in person, via phone or email in RightNow.
12. Manage invoicing and payment collection for internal and external sponsors.
13. Carry out and assist with other duties as requested.

Selection Criteria

Essential

1. Completion of a degree with subsequent work experience; or an equivalent combination of relevant experience and/or education/training.
2. Sound understanding of current regulatory requirements relating to student administration, combined with experience in ensuring compliance with relevant legislation, professional standards and codes of ethics.
3. Demonstrated ability to deliver outstanding customer service with an ongoing commitment to process improvement.
4. Demonstrated high level of organisational, time and workload management skills, including the ability to prioritise workload to meet strict deadlines whilst maintaining a high level of attention to detail.
5. Highly effective communication, customer service and interpersonal skills, and the demonstrated ability to interact constructively and collaboratively with staff at all levels of the organization and people from diverse cultural backgrounds.
6. Demonstrated ability to use initiative, assume responsibility for tasks and projects and to resolve problems.
7. Proven analytical and problem-solving skills.
8. Demonstrated experience in administering financial programs including providing ongoing monitoring of compliance with relevant policies and procedures.
9. Ability to work in a team environment and flexibility to undertake a diverse range of tasks with minimal supervision.
10. Working knowledge of Callista or a similar student management system.
11. Demonstrated high level of computer literacy and proficiency in the production of high level work using software such as Microsoft Office applications, with the capability and willingness to learn new packages as appropriate.

Desirable

1. Previous experience in a University environment.

Work Requirements

1. The occupant of this position will be required to undertake a criminal record check-in accordance with the University's Criminal Record Screening Procedure.
2. Ability to work outside normal office hours when required.
3. Ability to work from home within a space compatible with the University's Health and Safety requirements and sufficiently equipped to perform the duties of this position, including a stable internet connection.
4. Australian permanent residency or possession of a valid visa with work entitlement in Australia.

General Obligations

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

Guiding Principles and Values / Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.