

POSITION DESCRIPTION



Position	Scholarships and Prizes Officer
Level/Classification	HEW 0506
Reports to	Team Leader Enquiry and Scholarships
Unit	Scholarships
Directorate	Student Experience
Positions Supervised	Nil

Position Purpose

The Scholarships and Prizes Officer is responsible for the provision of student prize and scholarship related services, including handling of student enquiries in relation to scholarship applications, and has responsibility for the assessment and disbursement of scholarship applications and funds.

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:

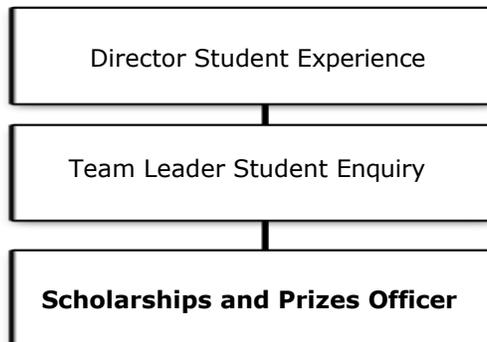
- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

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 scholarships function at Murdoch University oversees the administration of our donor and University funded scholarship programs. The team are responsible for advertisement, application assessment, awarding, progression confirmation and payment elements of our scholarship programs. This function supports our strategic pillar delivery by ensuring equitable and fair oversight of all programs delivered.

Reporting Relationships



Key Responsibilities/Duties

1. Under the direction of Team Leader Student Enquiry and Scholarships, be responsible for the administration of student scholarships and prizes.
2. Work in collaboration and build effective working relationships with both the Academy and Professional Services to support the delivery of the University's goals and objectives.
3. Work with the Team Leader, Student Enquiry to ensure business processes are designed to support the student experience in an efficient and effective way.
4. Maintain a culture of exceptional customer service, following the University objective of placing the student at the centre of everything we do.
5. Provide accurate and prompt advice to student enquires regarding scholarships and prizes.
6. Perform student record related actions associated with scholarships and prizes in Callista, Filemaker, and associated databases and record all student enquiries received in person, via phone or email in RightNow.
7. Maintain knowledge of scholarships, financial supports, university policy and procedures and relevant external legislation or resources to ensure appropriate access, compliance, and delivery of all supported programs.
8. Perform administrative duties to support the University's scholarships program including the development of application forms, data compilation and checks, assessment of scholarships, and payment of scholarships.
9. Be responsible for administration of prizes, including maintenance of prizes databases, financial payments, and liaising with stakeholders who identify the prize recipient.
10. 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. Ability to work in a team environment and flexibility to undertake a diverse range of tasks with minimal supervision.
9. 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.
2. Working knowledge of Callista or a similar student management system.

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.

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 permanent 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.