

**POSITION DESCRIPTION**

**Title:** Student Services Administration Officer

**Classification:** HEW4

**Reports to:** Student Services Manager

**Direct reports:** None

**Status:** Full-time, Permanent

**Issue date:** June 2026

**JOB PURPOSE**

The Student Services Administration Officer provides administrative support for the delivery of under-graduate and post-graduate courses at NAS. As a member of the Student Services team, the Student Services Administration Officer has a primary role in administering the student lifecycle and providing frontline customer service duties, responding to student and academic staff enquiries.

**KEY RESPONSIBILITIES**

- Provide a full range of administrative support to ensure the efficient delivery of student administration and courses;
- Assist the Student Services Manager in the effective administration of the student lifecycle (applications, enrolments, fees, assessments, progression, completion and graduation)
- Maintaining, and contributing to continuous improvement of, student management systems and administrative processes;
- Provide frontline customer service including information and advice to students and prospective applicants, on application and enrolment procedures;
- Maintain and build effective relationships with staff, students, and the public;
- Perform other related duties as required.

**QUALIFICATIONS / EXPERIENCE**

- Tertiary qualification, or relevant administrative experience or an equivalent combination of relevant education and experience;
- Excellent organisational skills, including a demonstrated ability to manage records, work to deadlines and prioritise own workload in a busy work environment;
- Strong problem-solving skills
- High level written and verbal communication skills;
- Highly proficient computer literacy with demonstrated experience in using Microsoft Office applications including Word, Outlook, Excel, Teams etc. Familiarity with student management systems / databases is desirable.
- Ability to manage competing priorities in a complex environment
- Ability to work flexibly as part of a team;
- Ability to handle confidential matters and documents appropriately;
- Ability to use initiative and exercise sound judgement;
- Knowledge and understanding of EEO, ethical practice and WH&S.

**KEY RELATIONSHIPS**

<b>Internal</b>	
Executive Leadership Team	This role sits within the Academic Services Team, which reports to the Head of Studies
Direct Manager	Student Services Manager
Colleagues	Develop and maintain effective working relationships.
Students	Develop and maintain effective relationships, assisting and directing as necessary.
<b>External</b>	
Stakeholders	Develop and maintain effective working relationships.