

POSITION DESCRIPTION

Title: Student Services Manager

Classification: HEW7

Reports to: Head of Academic Services

Direct reports: Student Services Administration Assistant, Student Services Receptionist/Admin Assistant

Issue date: July 2026

JOB PURPOSE

The Student Services Manager leads the Student Services Team and is responsible for overseeing the entire student lifecycle, from application and enrolment through to graduation. The role ensures the delivery of high-quality student administration services, expert advice on enrolment, fees and academic policies, and the effective management of student records and processes. Working collaboratively across the School, the Student Services Manager drives continuous improvement of systems and procedures, maintains the integrity of student data, and ensures compliance with regulatory and reporting requirements, while fostering a positive, efficient and student-centred experience.

KEY RESPONSIBILITIES

- Manage the Student Services Team and have responsibility for the student lifecycle from application to graduation including variations to enrolments in line with policy;
- Provide advice and guidance to students regarding enrolment and school policy;
- Continuously review and improve procedures in line with Academic policy;
- Comply with all regulatory requirements including, HESA, TEQSA Standards, ESOS Act and National Code;
- Provide a range of support relating to the Student Information System (SIS) including assisting with:
 - high-level configuration in SIS;
 - initial analysis and troubleshooting of issues;
 - User Acceptance Testing of fixes to SIS prior to their deployment;
 - Other miscellaneous system & operational activities;

- Providing reports on enrolments, retention and assessment;
- Ensure the accuracy of data in the SIS and that reporting to government via the SIS is timely and in line with government data rules
- Liaise with students regarding implementation of policies and procedures including complaints and grievances;
- Ensure services are culturally safe, inclusive and responsive to diverse student cohorts;
- Participate in student recruitment activities and actively promote the School to prospective students;
- Process student fees and reconcile associated system, participating in Audits where required;
- Coordinate the National Art School functions, including preparation of the graduation ceremony and student exhibitions;
- Conduct internal reviews for data cleansing, including auditing of student files;
- Provide reports on student numbers, retention and for timetabling;
- Understand ethical practices, EEO and WHS policies;
- Perform other related duties as required.

QUALIFICATIONS / EXPERIENCE

- Relevant tertiary qualification, or an equivalent combination of education, training and demonstrated experience;
- Proven management experience in student administration in a higher education environment;

- Excellent organisational, time and records management, and problem-solving skills;
- Excellent communication and interpersonal skills with a strong commitment to student service;
- Demonstrated accuracy in documentation and attention to detail; Ability to manage a team, to work as a team member and independently;
- Ability to use initiative, make decisions and prioritise own workload and that of others in a high-volume environment;
- Excellent system skills, including substantial experience with a Student Information System;
- Commitment to ethical practices, equity and workplace safety

KEY RELATIONSHIPS

Internal	
Student Services Manager	Collaborate with senior leadership to ensure alignment of student services with NAS strategy.
Direct Reports	Provide leadership, guidance, support, and oversee performance and professional development.
Heads of Departments	Liaise regularly to provide updates on student matters, enrolment and concerns.
Students	Deliver responsive, respectful support across enrolment, fees and policy advice.
Colleagues	Foster cooperative working relationships across NAS to support student experience and compliance.
External	
External Stakeholders	Develop and maintain mutually beneficial relationships with external stakeholders and supporters.
Service Providers	Develop and maintain effective working relationships, manage deliverables, manage value and cost, keep abreast of developments.

ACKNOWLEDGMENT

I have read and understood this position description, and I accept the key accountabilities outlined in this position description. I understand that this position description is used primarily for the purposes of position salary band evaluation, candidate information and as a reference point for performance agreements and reviews. This position description does not attempt to define specific tasks of the position.