



POSITION DESCRIPTION – General Staff

For levels 1 to 5

Position Title: Compliance Assistant

Level: 3/4

Faculty/Division: Client Service, Fees and Compliance team

Department/Location: Academic Registrar's Division

Primary purpose of the position:

Client Service in the Academic Registrar's Division aims to deliver excellence in all aspects of client service. The Compliance Support Assistant will assist in the effective administration of the University's compliance systems, processes and reporting, particularly as they pertain to the Education Services for Overseas Students (ESOS) Act and National Code. The Compliance Support Assistant will be committed to teamwork, the provision of excellence in client service, continual process improvement and quality assurance and will be required to understand and effectively communicate and report against University policies and procedures to key stakeholders. The position will report to the Compliance Officer within the Fees and Compliance team and will need to proactively and responsively assist with changes in the regulatory environment.

Position Environment:




Client Service is the unit within the Academic Registrar's Division (ARD) responsible for delivering excellence in customer service across the University. The major business areas of ARD include (i) Client Service, service delivery to University students, (ii) Business Solutions, ensuring delivery of major student life cycle elements (iii) Policy & Governance, facilitation of governance within the University (iv) Corporate Governance, (v) Student Systems and (vi) Enterprise Content Management, management of University website, records and digital signage network and (vii) Strategy, delivery of new initiatives to improve the student experience.

The Client service team include three units: Scholarships and Sponsorships, Client Service and Fees and Compliance.

ARD operates under the University's Administration Quality Management System (QMS) that is certified to ISO 9001:2008.

Major Responsibilities:

Tasks	Percentage of time	Office Use Only
1. Working with the Compliance Officer to assist in managing compliance with ESOS and Overseas Student Health Cover (OSHC) including production of reports, procedures, payments, verification and integrity check of data, reporting via PRISMS (Dept Immigration database), student form management and all Confirmation of enrolment (COE) extensions.	60%	
2. Provide guidance and exceptional customer service to students and other stakeholders in matters related to fees and compliance (via face-to-face, email and telephone enquiries).	20%	

Proactively pre-empt and manage student and other stakeholder enquiries pertaining to fees, OSHC, COE's, enrolment, visa queries and any other student related matters as required.		
3. At the direction of the Compliance Officer provide support and assistance to the Fees and Compliance team	20%	
4. Provide support to Client service and ARD as required including participating in and support of Division projects and events (orientation, enrolment, graduation) as well as undertaking any other duties as required.	Ongoing	
5. Observe principles and practices of Equal Employment Opportunity	Ongoing	
6. Have OH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document	Ongoing	

Reporting Relationships:

Position reports to: Compliance Officer

The position supervises the following positions: nil

SELECTION CRITERIA - Knowledge & Skills:

Essential

- Excellent written, oral and interpersonal communication skills including the ability to effectively and sensitively communicate with clients, staff and all people across all levels of the organisation and from various cultural backgrounds
- Ability to work as part of a small dynamic team in order to foster a workplace that is collegial and caring.
- Proficient in the use of technology for reporting including the Microsoft Office suite of programs and databases
- High level problem solving resulting in service improvements.
- Demonstrated ability to work independently at times and show initiative in planning, prioritising work activities and meeting deadlines in a customer service environment.

SELECTION CRITERIA - Education and Experience:

Education

Essential:

- Completion of an associate diploma level qualification with relevant work related experience or a certificate level qualification with post certificate relevant work experience; or an equivalent combination of relevant experience and/or education/ training

Experience

- Experience in the provision of excellent customer service
- Experience in processing in a high volume environment with a high level of accuracy, efficiency and organisation
- Experience in continuous improvement in a client service environment.
- Experience in providing assistance in the development of procedures, processes and systems to ensure compliance.
- Experience in quickly and proactively adjusting administrative processes in response to change.

Desirable:

- Previous experience in a tertiary institution would be highly regarded.
- Exposure to reading and interpreting legislation and implementing administrative systems that ensures compliance.

Personal Attributes:

- Shows a passion for customer service that inspires others to innovate and excel
- Enjoys working as a team towards organisational goals.

Special Job Requirements:

Ability to work after hours if required

This position will be required to act in the Compliance Officer role from time to time

Organisational Chart:

Approval:

Approval by Senior Manager,
Client Service:

Date:

Approval by Academic Registrar

Date:

Approved by Personnel:

Date:
