

**FIJI NATIONAL UNIVERSITY
JOB DESCRIPTION**



VISION STATEMENT:

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

MISSION STATEMENT:

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnership, enhances excellence, and provides education and skills that promote sustainability through research with real world impact and contributes to self-development.

1. POSITION DETAILS

Position : Administrator Student Relations

Grade : 2

Incumbent :

Division : Office of the Registrar

Department : Department of Admission and Registration

Location : **Nasinu Campus**

Reports to : **Registrar through Manager Admission and Registration**

2. PURPOSE

The purpose of this position is to provide professional and efficient administration support. The Administrator will be responsible for coordinating and implanting office procedures and will act as the first point of contact for the respective Supervisor.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Manager Admission and Registration**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

Positions Reporting To You	No Of Staff Reporting To Them
N/A	N/A

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4. KEY ACCOUNTABILITIES

Student Management System Support to Campuses

- Bring to the attention of ICT, Office Administrator or supervisors inventory issues regarding computers/software/scanners for continued service to students.
- Digitalize and maintain any record in BDM or any other given storage drive.
- Check completeness of applications, verify and provide offer letters to students in Student Management System.
- Process admission applications for assigned territories in Student Management System.
- Bring to the attention of Academic Officers issues identified in Student Management System related processes in a proactive and timely manner.
- Provide offer letters to students in timely and efficient manner.
- Work within given timelines and guidelines for given duties.
- Provide prescribed Student Academic Services to students who have forwarded requests and bring to the attention of supervisors issues for advice and guidance.

One Stop Service Centre

- Assist in ensuring computers are set up in the OSSCCentre and a page available for Frequently Asked Questions on common issues.
- Maintain electronic log for Customer Service at campus.
- Provide admission and registration guidance, offer letters, transcripts, English Letters, Bonafide student letters, guidance to students on Graduation and cross credit applications
- Follow up in a proactive manner all issues pertaining to admissions, registrations and transition.

Customer Relations

- Respond to general inquiries (emails/calls) in a timely manner with accurate information pertaining to the request.
- Maintain cleanliness at workstation.
- Maintain confidentiality of documents: Daily check-ups to ensure zero document in student facing areas and shared work areas.

Admission and Registration

- Participate in marketing expositions.
- Advise students on Programme List and Minimum Entry Requirements as given by Division.
- Assist students in applying for new application for Admission and checking if all the required documents as given in Application forms are scanned and uploaded with the application.
- Scan and place application and registration forms Identify application from special groups, Under 18 and disability and forward for respective sections for approval.
- Interpreting Minimum Entry Requirement (MER) for fresh school leavers correctly to process offer letters.
- Enter details correctly in Student Management System and adhere to SOP for processing.
- Correctly enrol and advise students as per programme structure given by Division or supervisor.
- Guide students to register units in Student Management System through online as per established process by Division.
- Ensure manuals/ information packages given by Division is available to students in working area.

- Administrative Duties relating to all matters that the membership of a University entails, including duties related to School/College/University wide activities.

- General Responsibility to undertake all other duties as directed by the supervising officer, the Registrar, or the Vice Chancellor.

- Ensure the compliance of the Department to the academic support functions, relevant collective agreements, Acts, Regulations and Legal obligation.
- Individuals work plans of the Department must be aligned to corporate objective, mission and vision of the University.

- At all times conduct business in a professional and courteous manner to all staff, students, and external community

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5. KEY CHALLENGES

- Dealing with difficult clients
- Handling the sensitive data/information available

6. AUTHORITY LEVEL

Operating Expenditure :n/a.....

Capital Expenditure :n/a.....

Others :n/a.....

7. QUALIFICATION & EXPERIENCE

- Bachelor's Degree in relevant field
- Some experience in a relevant role will be of added advantage
- Experience in CRM Recruit and of one or more legacy systems such as Premium, PPMS or Student Soft software understanding
- Banner Student registration understanding and some experience in this area
- Advance excel usage and evidence of use to provide reports (such as knowledge of vlookup function, pivot table reporting)

8. KNOWLEDGE & SKILLS

- Excellent organising, planning and coordinating skills.
- Proven ability to multi-task.
- High attention to detail.
- Strong analytical, problem solving time management, negotiation and administrative skills.
- Significant experience in providing administration functions in a fast moving environment
- Self-starter able to prioritise and manage a diverse and demanding workload within tight deadlines
- Ability to deal with sensitive information in a confidential manner
- Effective communication skills, both in writing and in person

9. WORKING RELATIONSHIP

INTERNAL	Frequency
Registrar, Manager, Support Staff, Head of Department, Head of School, , Staff and students	Daily
Director(s), Dean(s), Vice Chancellor	As and when required
EXTERNAL	Frequency
FNU Stakeholders, Commercial and Non- Commercial Industries, Students, School/Department Principals, Statutory bodies, NGOs and External Institutions/Universities	As and when required

10. JOB DESCRIPTION AND VARIATION TO EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.