

**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

Grade : 2

Incumbent :

Division : Office of the Registrar

Department : Student Systems and Processes

Location : Nasinu Campus

Reports to : Registrar through Manager Student System and Processes

**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 Student System and Processes**

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

**4. KEY ACCOUNTABILITIES**

**Backend Support for Admission and Registration**

- Digitalize and maintain any record in BDM, Student Systems Sharepoint or any other given storage drive.
- Assist Student Systems and Processes team with any banner admission and registration issues identified.
- Assist student with registration issues, and place application and registration forms in BDM.
  - Prerequisite checks
  - Course Restriction validation
  - Student Self service
- Correctly enrol and advise students as per programme structure given by Division or supervisor.
- Bring to the attention of Academic Officers issues identified in Student Management System related processes in a proactive and timely 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.
- Resolving student queries in accordance with the University Academic and Student Regulations and established guidelines.

**Technical Banner Support**

- Follow up in a proactive manner all issues pertaining to admissions, registrations and transition.
- Assist in scribing, updating and validating Scribes in degree works
- Assist in the development of internal software systems like senior management dashboarding
- Assist in various reporting requests from colleges, supervisors, and faculties
- Work with Excel sheet reflecting Banner tables mapping sheet
- Support in testing and rolling out of Banner processes in efficient and timely manner
- Assist with the management of Degree Works related projects.

**Customer Relations**

- Respond to general inquiries (emails/calls) in a timely manner with accurate information pertaining to the request.
- Promote COVID safe protocols while serving customers and at work place.
- Assist in various reporting requests from colleges, supervisors, and faculties

**Student Banner Support**

- Assist and support in the Student Banner workflows and review SOPs as required
- Assist other OR departments as and when needed
- Work with Excel sheet reflecting Banner tables mapping sheet
- Ensure College compliance of Exams/Student Systems/Degree evaluation processes
- Conduct trainings and assist in Exams Office processes that is entering of marks/grades, grade roll overview, work with change of grade process.
- Assist Student Systems and Processes team in developing a dashboarding tool for Senior Management Reporting:
  - General Admission/Registration Information portal
  - College Intake Information – By Programme/Categories/Provisional
- Document and store Project Documents on to the Student Systems and Processes SharePoint.

- 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

**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 Computing Science OR Information Systems
- Experience in PHP/MySQL or ASP.Net/SQL development
- Banner, Argos or any ERP related software understanding
- Advanced Excel (Pivot/ Vlookup /Combine Formulas) usage and evidence of use in reporting
- Experience in use of legacy systems such as Premium/Student Soft/PPMS is an added advantage

**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
- Ability to work with flexible hours
- 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 OF 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.