

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 partnerships, 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 : Coordinator – Sponsorship and Academic Support Services
Grade : 5
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 Coordinator – Sponsorship and Academic Support Services is required to coordinate and provide admin support to all internal & external stakeholders (students, staff and sponsors) by undertaking administrative duties and to ensure that the core business of Regional / International and Sponsor Services section is effectively and efficiently carried out. This requires adequate coordination between the Sponsored Students, Sponsors (DFAT, TSLB and Others), College and One Stop Student Service Centre.

The position of Coordinator – Sponsorship and Academic Support Services for the Office of Registrar is a high responsibility job, and which requires an exceptionally high level of professional expertise and integrity. The Coordinator will be responsible for the efficient functioning all the Regional and International Admission and Registration process and liaison between Office of Registrar, sponsored students and the sponsors (DFAT, TSLB and others). The appointee will be required to provide administrative and secretarial support for the efficient day-to-day management of the Office of Registrar. The appointee will be responsible for dealing with all Regional / International and Sponsor Services correspondences, including responding on behalf of the Registrar and meeting and dealing effectively and efficiently with issues stakeholders bring to the Office of Registrar. Additional duties may also include taking dictation and minutes, carrying out background research, and presenting findings, writing briefing papers, devising and maintaining office systems including data and record management, and carry out all other duties as determined by the Registrar/Manager.

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

4. KEY ACCOUNTABILITIES

Admission and Registration of all Regional and International territories

- Manage the Regional and International applications in Student Management System - Constituent Relationship Management(CRM) recruit/online modules and pre-plan work implications. Monitor the total applications in terms of CRM Recruit language such as suspects, prospects, potential and students to see work is flowing within given timelines and schedules.
- Maintain the programme goals and provide reports for assigned colleges to Deans, Division of Marketing and all sponsors.
- Monitor the creation of student accounts in CRM and Banner for Regional and International students for all Colleges, NTPC, TCF and non-quota based programmes.
- Provide training and ensure compliance to Minimum Entry Requirements(MER), SOP's and all other recruiting and reviewing processes for all non-quota based programmes of all Regional and International undergraduate and postgraduate programmes for all Colleges, TCF and NTPC. Ensure conditional admit letters and offer letters reach students in a timely manner.
- Monitor adherence to Minimum Entry Requirements by the recruitment and reviewer teams at all times.
- Monitor update of students details in CRM Recruit and Banner.
- Resolve issues relating to registration of courses experienced by students on self-service platform and facilitate solutions.
- Ensure that Confidentiality and security of records are maintained.
- Ensure compliance of Enrolment and Admission processes
- Manage reviewers and recruiter meetings for various reasons
- Analyse complex data and reports from CRM Recruit and Banner
- Interpret policies and procedures
- Work in collaboration with supervisor to implement relevant procedures and monitoring at operational level
- Communicate all Programme details, MER and application guides to Local, Regional and International sponsors
- Provide Staff Training on SOP, customer service and compliance.
- Guide students and sponsors in admission application, create awareness for Department of Foreign Affairs and Trade(DFAT), Regional and Local Sponsors in all study terms, facilitate reports to sponsors, manage DFAT contracted students and maintain good relationship with DFAT sponsor.
- Oversee all Regional and International applications are processed as per SOP and in timely manner.
- Analyse the Regional and International suspects in CRM recruit and pre-plan work implications for Administrator-Student Relations. Monitor the total suspects to prospects, potential and students to see work is flowing within given timelines and schedules
- Work in collaboration with supervisor to implement relevant procedures and monitoring at operational level
- Work with FNUSA to implement communication plans for Regional/International and sponsored students
- Manage Regional and International student's admission audit for all study terms

- Build excellent customer service principles in operation
- Manage student progress monitoring

Manage DFAT Sponsor

- Manage DFAT Placements on Online Australia Awards Scholarships Information System (OASIS)
- Manage Airport pickup, accommodations, opening of bank account
- Ensure student data upon arrival is updated on OASIS
- Ensure student monitoring is done and updated on OASIS as well DFAT team
- Monitor student welfare
- Manage student permit
- Provide enrolment report to respective DFAT team
- Prepare timely reports
- Act as liaison between FNU and DFAT
- Manage all Functions hosted for DFAT students
- Ensure all student results is update on OASIS
- Manage all alerts on OASIS

Sponsors

- Act as liaison between FNU and TSLB
- Provide enrolment report to TSLB as per tagging list
- Ensure all notices for TSLB is communicated to students via FNUPR, FNUSA
- Provide result reports
- Manage all TSLB queries
- Act as liaison between FNU and Regional and International Sponsors
- Provide enrolment report to Regional and International Sponsors
- Ensure all notices for Regional and International Sponsors is communicated to students via FNUPR, FNUSA
- Provide result reports
- Manage all Regional and International Sponsors
- Monitor all Regional and International students' academic progress
- Manage student permit
- Manage student arrival
- Coordinate with Exams Office for release of exam results as per academic calendar
- Monitor the CEB is organised before exam results as per academic calendar

Banner/CRM Recruit support

- Provide support to regional/students for any Banner/CRM Recruit self service functions and facilitate assistance if students face any issues while creating applications or registering into courses.

Reports

- Analyse reports from CRM Recruit, Banner and BDM for regional/international applications, transition students, data migration and other related data.
- Provide enrolment and result analysis to related parties

General Duties & Responsibilities

- Understanding key deadlines for Admission & Registration, Examinations, Results Submission, College Examination Board(CEB), College Academic Board(CAB), Graduation CEB, TSLB and Sponsors and other dates and working effectively

- 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 Registrar, or the Vice Chancellor

5. KEY CHALLENGES

- Decision making in an environment of high level of ambiguity and resistance Heads of Colleges/Divisions to accept change
- Ensuring conformity in implementation of policies and processes in an organisation with diversity in people and organisational culture.
- If the colleges delay the activation and offer of Programmes, compilation of programme list, uploading of programme structure on the FNU Website it affects the enrolment process hence delay in providing offer letters.
- Release of exam result outside academic calendar affects future enrolments, affects relations with sponsors
- Deferral of programmes/units from college are not informed prior to release of results which affects relations with sponsors and students.

6. AUTHORITY LEVEL

Operating Expenditure :.....n/a.....

Capital Expenditure :.....n/a.....

Others :n/a.....

7. QUALIFICATION & EXPERIENCE

Essential:

- Bachelor's Degree

Desirable:

- 2 years of relevant work experience in Student Academic Services in a similar Role which shows coordination of activities

- OASIS knowledge and key contact person with DFAT

8. KNOWLEDGE & SKILLS

- Good customer services skills
- Good interpersonal skills
- Being highly organized
- Knowledge of student management system (StudentSoft, Premium, PPMS)
- 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
Students	Daily
Managers	As and when required
Head of Schools/Department	As and when required
Directors	As and when required
Vice – Chancellor	As and when required
Staff	When needed

EXTERNAL	Frequency
Customers	As and when required
Parents	
Ministry of Education	
School Principals	
Sponsors <ul style="list-style-type: none"> • DFAT • TELS • SIG 	

**FIJI NATIONAL UNIVERSITY
JOB DESCRIPTION**

<ul style="list-style-type: none">• Tuvalu Government• Taiwan ROC• Toukelau Government• Samoa Government• MFAT• Tonga Government• Vanuatu Government	
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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.