POSITION DESCRIPTION

POSITION TITLE: Program Advisor	CLASSIFICATION LEVEL: Bond Level 4
FACULTY/OFFICE: Faculty of Law	DATE POSITION CLASSIFIED/UPDATED: April 2012

PURPOSE OF THE POSITION:

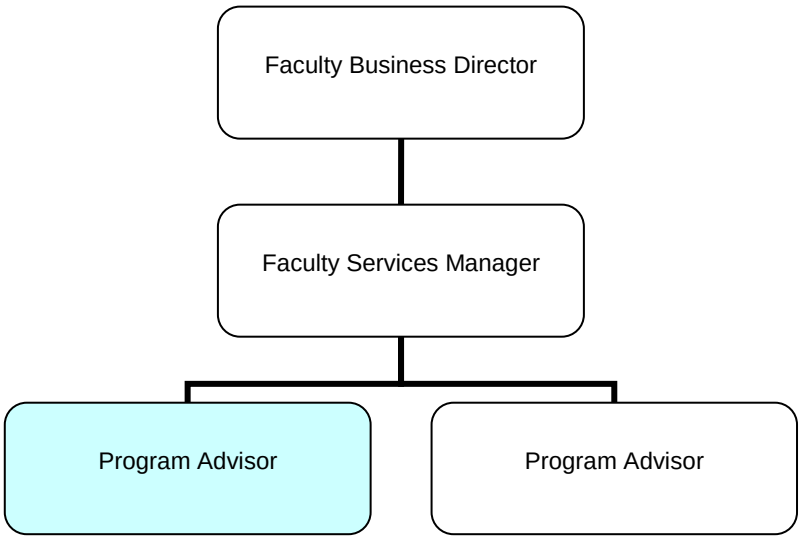
This position is one of two Program Advisor positions within the Faculty of Law. The positions are focused on the administration of all Programs within the Faculty of Law with a focus on professional and exceptional client service that exceeds expectations of clients all levels, including students, academic and general staff and prospective students and families.

As a member of the Faculty Services team the Program Advisor will be required to:

- Provide prospective and continuing students in the Faucty of Law with timenly an accurate support and information regarding the Faculty, the University and their program of study.
- Administer all aspects of Postgraduate and Undergraduate programs within the Faculty
- Advise students of the rules, precedents, guidelines and policies established by the School and the University in relation to programs of study;
- Provide support and assistance to management and the academic team as required, and contribute to the development of a continuous improvement culture in which work practices are reviewed and enhanced.;
- Participate in School and University student recruitment and retention activities and events;

REPORTING RELATIONSHIPS:

This position reports to the Faculty Services Manager and has no direct reports.



SELECTION CRITERIA:

- Relevant tertiary qualifications and solid experience in a similar role where critical thinking and problem solving skills have been demonstrated,
- Demonstrated experience administering academic processes with consideration to welfare and equity issues associated with dealing with University students and clients of all nationalities and cultural backgrounds;
- Demonstrated ability to provide professional, quality client service, administrative and student support in a tertiary environment.
- Excellent verbal and written communication skills and experience, with the ability to accurately and effectively convey information to clients at all levels with professionalism and sensitivity.
- Demonstrated interpersonal skills with the ability to manage and build relationships cross-culturally and at all levels, and rapidly establish rapport with internal and external stakeholders.
- Excellent administrative, organisational and time management skills with the ability to prioritise workloads with competing demands.
- Demonstrated ability to understand and apply University policies and procedures and academic processes;
- High level problem solving skills and experience with the ability to exercise sound judgement within policy, procedures and guidelines;
- Ability to exercise independent judgment and personal initiative to constructively solve problems based on knowledge of policy and procedures and relevant events.
- High level technical skills with demonstrated experience in the use of a range of computing applications including Word, Excel and Powerpoint. Willingness to learn Student One to an advanced level.
- Self-motivation and the ability to work as part of a cohesive team

DESIRABLE CRITERIA:

- Previous experience in a tertiary environment.
- Competency in the use of Student One.

COMPETENCY:	RESPONSIBILITY:	PERFORMANCE INDICATORS:
Client Service	In consultation with the Faculty Services Manger and Student Support, facilitate and coordinate the day-to-day administration of programs within the Faculty of Law.	Efficient and effective administration and management of programs for the Faculty of Law.
	Provide support, academic and program advice to students in the Faculty and register new and continuing students in required subjects each semester.	Timely and accurate advice to students.
	Act as an authoritative contact point for prospective students and direct enquiries and assist them in selecting the appropriate direction of university study.	Identify client needs and explore and provide suitable options for resolving areas needing improvement, with a focus on exceeding service expectations.
	In consultation with the Faculty Services Manager, provide advice and direction to students who have been placed on warning or are excluded.	Timely, efficient and effective resolution of student issues.
	Contribute to the faculty orientation	

	program in conjunction with Faculty Services.	
Student Administration	Undertake all tasks associated with Law students from enquiry, application, admission, and enrolment, ongoing progression (planning and maintenance) through to graduation. Implement Faculty and University policies and procedures relating to student and academic maters. In consultation with the Faculty Services Manager, report on student academic performance and progress. Ensure eligibility of students to graduate. Monitor and report on subject/degree enrolments on a semester basis. Process Exam Processing reports (provisional/probationary/ academic action/multiple failures etc) In consultation with the Faculty Services Manager, recommend action for scholarship holders based on academic progress. Assess applications for credit and articulations. Ensure that accurate file notes are kept and that student records and files are up to date and maintained. Coordinate the Faculty component of the Student for a Semester Program. Liaise with various parts of the University on relevant student related issues. Make recommendations in consultation with the Faculty Services Manager to the Exclusion and Appeals committees regarding student circumstances. Facilitate the quick turnaround of student correspondence. Contribute to the development of administrative and academic policies, procedures and processes.	Achieve forward planning while monitoring for quality of service in the delivery of programs. Resolution of quality service issues ensuring improved management and administration of programs, as measure by stakeholder satisfaction. Being conversant with University policies and procedures, proactively keeping up to date with any changes and sharing appropriate information with relevant stakeholders. Provision of timely and accurate information Overview and make recommendations to the Faculty Services Manager regarding productivity and efficiency changes. Advice is informed and in accordance with the rules of the university. 24 hours turnaround time for routine correspondence.

	Provide the Faculty Services Manager with reports of workload, events and additional requirements at fortnightly meetings.	Achieve forward planning while monitoring for quality of service in the delivery of Programs.
Marketing/Public Relations	Meet with prospective students (and their families) to discuss aspects of the Faculty's educational offerings and the likely match between student interests and programs offered. Represent the faculty at functions such as graduation, award evenings, welcome functions, career expos and secondary school information events. Provide input into Faculty promotional material as required. Be available to travel both domestically and internationally to promote the Faculty if required.	Contribute to the growth of the Faculty through increased enrolments from new and continuing students. Effectively represent the Faculty as judged by feedback from students, staff and relevant stakeholders.
Continuous Improvement	Identify processes to improve the advice and support to the students. Regularly maintain and update the operating procedures manual for the designated area of responsibility.	Contribute to improvements in the area of programs and faculty services. Contribute to the preparation and ongoing review of a procedures manual
Understanding of Quality Assurance	Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.	
Understanding of Cultural Sensitivity	Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.	

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by Management.

Position Held by: _____

Signed: _____

Date: _____