



National University of Vanuatu

Job Description and Specification



Job Title	Student Academic & Support Services Administrative Officer
Reporting To	Manager of Student Academic & Support Services (SASS)
Job Purpose	Responsible for a range of administrative tasks at the Student Academic & Support Services (SASS) towards NUV academic programs (including NUV partner university's programs), clients, other staff and sections of the university contributing to efficient and effective delivery of services locally, regionally and internationally.
Position Summary	Responsible for the Student Academic & Support Services general administration matters in relation to academic programs offered by the University including the on-going partner's university programs when relevant.
Key Responsibilities – Detailed Listing	<p><i>1. Become fully familiar with:</i></p> <p>NUV's strategic directions, mission, structure, and academic regulations</p> <p>Agreements made between NUV and university partners</p> <p>Academic regulations and relevant policy documents of the partner universities</p> <p><i>2. Under the supervision of the Manager SASS, ensure the effective implementation of NUV Academic Regulations and such other relevant policies or important decisions of the NUV Council and university partners including:</i></p> <p>Organise the timely pre-enrolment and registration of students with relevant calendars in close consultation with NUV and partner universities;</p> <p>Ensure the good management of all NUV academic programs and courses delivery including those involving partner universities</p> <p>Ensure good communication between lecturers and students;</p> <p>Promote programs during awareness to schools and general public;</p> <p>Implement standards, processes, and best practices for student services;</p> <p>Collaborate with Academic and teaching staff of the various academic programs in the delivery of academic services, supporting those programs, including such functions as counselling, admission, timetabling, internship, research program, exam's logistics and procedures;</p> <p>Act as a contact liaison between Schools and departments and be responsible for all administrative matters for course offerings during the summer and winter each year</p> <p>Be responsible for all matters relating to students' scholarships and grants and provide high level of administrative support of the various scholarship programs and grants available for the University</p> <p>Ensure student's records are up-to-date, accurate and complete and students requests for academic records are met in a timely manner.</p> <p>Liaise and provide sponsors with standard reports and student information</p> <p>Responsible for all matters relating to NUV Student Orientation Programs and logistics</p>

Ensure absolute confidentiality of student records;
Advise Manager SASS and Academic staff on key issues affecting student academic progress or welfare
Participate and provide secretariat support to University meetings relating to student matters and SASS team meetings;
Provide administrative support for NUV and orderly conduct of Graduation Ceremony for NUV and provide relevant information for Graduation ceremonies at other Campuses
Act as a contact liaison between Finance and HR departments on academic and support matters for staff

3. Other:

Willing to acquire additional skills and improve on own capacity building to better serve the NUV.

Support Senior Manager SASS in other key activities relating to Student Academic Services

Assist other SASS staff with various tasks and activities during busy and peak periods

Under the supervision of the Manager SASS, ensure students welfare support services including:

- Provide advice and guidance to students regarding the availability of events taking place on the NUV campus and/or other institutions where relevant.
- Provide support to students who may be experiencing social or emotional issues.
- Together with the SASS Officers, maintain an up-to-date bank of information on the student population.
- Assist with the organisation of social activities/events for students.
- Help maintain student notice boards.
- Act as a mentor for these students at-risk and empower them to make informed life choices.
- Liaise with AUF in regards to job related trainings.

Critical Competencies

1. Perform and behave in a professional manner, with occupational knowledge, accountability and adaptability to changing situations
2. Strive for excellence, with communication, inclusiveness and teamwork
3. Contribute to the NUV, with innovation, management and quality focus

Qualifications

University Degree in Administration, Human Resources Management, Student Services or relevant fields from a recognized institution

Special Skills

- In-depth knowledge of administration, student academic service functions with best practices
- Computer literate, including knowledge of school administrative and recordkeeping software systems

	<ul style="list-style-type: none"> ➤ Knowledge of student administrative systems and standards ➤ People oriented, inclusion oriented and results driven ➤ Excellent written and oral communication skills ➤ Excellent communication skills in the three (3) official languages of Vanuatu ➤ Excellent listening and presentation skills ➤ Proven experience in management and teamwork
Required Experience	<p>2 years' proven experience in administration with preference given to school administration or student academic services at the management level</p> <p>Proven record of efficient and professional work performed serving students, staff and other stakeholders of different backgrounds</p> <p>Experience in University or tertiary institution settings is a preference</p>
Language	<p>Fluent in English, French and Bislama</p>
Terms and Conditions of Employment	<p>Three-year local contract</p> <p>Annual salary range: 1.6 M VT to 2 M VT + 25 % benefits depending on qualifications and experience</p>
Selection Methods	<p>Please send your cover letter and CV with 2 referee contact details and evidence of your highest qualifications to the following address: ldcompta@univ.edu.vu</p> <p>Please email your application package above in PDF format to ldcompta@univ.edu.vu with the following subject line: Application [YOUR SURNAME] NUV Student Academic & Support Services Administrative Officer</p> <p>Deadline for submission: 26/07/2024</p>