

# Senior Student Services Officer

## Permanent Full Time Position

King's Own Institute (KOI) is a private higher education provider that offers a career-oriented range of educational services for students and professionals in undergraduate and postgraduate courses.

### The Role

KOI is seeking an experienced Senior Student Services Officer to provide advice and support to students throughout their educational lifecycle. This full-time permanent role is based in our Sydney Campus (CBD) reporting to Student Services Manager.

The Senior Student Services Officer is responsible monitoring students course progression, monitoring compliance with the ESOS Act and the National Code to ensure regulatory and legal adherence, responding to student requests for advice and information on enrolment, fees, maintaining student records and ensuring that excellent service and quality standards are provided to key stakeholders.

### Skills and Experience

- A tertiary qualification or an equivalent combination of relevant experience and/or education
- At least three (3) years of administrative and operational experience in an international student environment at an Australian Higher Education Institute or University
- Attention to detail and high level of accuracy in all administrative activities.
- The ability to work both independently and as part of a team to maintain an exceptional level of client service.
- Demonstrated communication and interpersonal skills, with a high level of multi-cultural awareness and ability to operate successfully in a cross-cultural environment.
- Proficiency in Microsoft Office programs (Word and Excel) and a high level of computer literacy.
- Demonstrated ability to ensure strict compliance with policy and procedures in support of regulatory guidelines.
- Broad knowledge of the ESOS Act, the National Code regulatory requirements and AQF and Australian Higher Education policies and procedures is desirable

### Application

Please email your CV and covering letter to [human.resources@koi.edu.au](mailto:human.resources@koi.edu.au) no later than close of business on 30 November 2021. Your cover letter should highlight the extent which your skills / experience meets the requirements of the role and your motivation behind applying. All successful applicants will be contacted within two weeks of the closing date.

For further information and/or a position description please contact Jodi Fisher on (02) [9283 3583](tel:92833583) (ext:1609)

### Please note

- Only shortlisted candidates will be notified of the outcome of their applications
- We are only able to consider applicants with the right to live and work in Australia