



Position Description

Position Title: Data Analyst & Student Administration Assistant
Classification: Administration
Reports to: Director of Quality and Standards Registry
Type of Employment: Full-Time

BACKGROUND

Christian Heritage College (CHC), established in 1986 by the Christian Outreach Centre (now International Network of Churches), is a recognised provider in the Australian higher education sector. CHC offers undergraduate and postgraduate courses across Business, Education, Liberal Arts, Ministries, and Social Sciences, integrating personal growth and professional academic studies within a Christian worldview.

SCOPE OF THE POSITION

This dual role supports CHC's through data collection, analysis, and student administration. It involves managing student records, surveys, compliance reporting, and contributing to quality assurance and improvement initiatives.

The position also provides frontline and back-office support to the Student Administration and Admissions teams, ensuring efficient processing of applications and enhancing the student experience.

PRIMARY PURPOSE

The primary objectives of the position are to:

- Collect, validate, and analyse data from various sources to support quality assurance and compliance.
- Provide administrative support for student lifecycle processes, admissions, enrolment, and graduation.
- Ensure accurate and timely reporting to internal and external stakeholders.
- Enhance student experience through effective communication and service delivery.
- Support institutional events and interdepartmental collaboration.

KEY RESPONSIBILITIES

Data Collection and Analysis:

- Manage CHC's student enrolment and staff data collection for internal and external reporting (e.g., TEQSA, TCSI).
- Conduct high-level analysis of data from surveys, focus groups, and enrolment records.
- Provide data insights to support organisational performance and stakeholder satisfaction.
- Assist in the preparation of reports including TEQSA and TCSI submissions.

Survey Management:

- Develop and administer in-house surveys for students and staff.
- Manage the Australian Graduate Survey (AGS) in collaboration with Graduate Careers Australia.
- Analyse and report survey results to relevant stakeholders.

Student Administration:

- Respond to enquiries via shared inboxes and front desk.
- Process course-related requests (deferrals, transfers, mode changes).
- Issue official documents (transcripts, ID cards, Centrelink letters).
- Maintain accurate student records and update personal information.
- Upload graduation documentation to MyEquals.

Admissions and Enrolment:

- Process applications (direct, QTAC, postgraduate, international, HeadStart).
- Maintain admissions tracking and follow up on incomplete applications.
- Assess academic eligibility and prepare offer letters.
- Communicate with applicants and Course Coordinators.

Compliance and Reporting:

- Manage eCAF enrolment status and TCSI reporting obligations.
- Process Transfer of Credit applications and CoE amendments.
- Support census period compliance and CAN statement queries.
- Complete QCAA reporting and qualification verifications.

Graduation and Student Lifestyle:

- Coordinate graduation planning and documentation.
- Manage nested course completions and graduation applications.
- Support student retention initiatives and follow-up communications.
- Assist with Open Days, orientation, and graduation ceremonies.

Communication and Systems:

- Create and maintain communication templates in Meshed.
- Send bulk communications on behalf of departments.
- Collaborate with Marketing on QTAC reporting and promotions.
- Support student finance enquiries and update academic calendars.

WORKPLACE HEALTH AND SAFETY

All employees have an obligation to comply with CHC's workplace health and safety policies, procedures, and instructions to ensure a safe workplace.

EQUAL OPPORTUNITY

CHC is an equal opportunity employer. All employees are required to be aware of and demonstrate a commitment to the principles of equal opportunity in the workplace.

STAFF DEVELOPMENT

All employees are required to participate in staff training and development activities to assist in the achievement of individual/work objectives.

USE OF EQUIPMENT

During the performance of duties, the Data Analyst and Student Administration Assistant will encounter, and is expected to operate the following:

- Microsoft Office Suite and web browsers
- Meshed, Moodle, NovaCore, Power BI, Zoho
- Office equipment (printers, projectors, etc.)

Specific training in the above may be provided if required.

SELECTION CRITERIA

Any application for this position should take into consideration the selection criteria listed below.

Essential:

- Undergraduate degree in statistics or relevant field, or equivalent experience.
- Strong understanding of data analysis and management.
- Experience in academic administration and compliance reporting.
- High-level organisational, analytical, and critical thinking skills.
- Excellent communication and interpersonal abilities.
- Ability to manage multiple priorities and work independently.
- Commitment to CHC's Christian mission and values.
- High-level of confidentiality and attention to detail.

Desirable:

- Experience with tertiary education structures and protocols.

- Familiarity with Meshed, Power BI, and similar systems.
- Previous experience in quality management within a tertiary institution.

PERSONAL ATTRIBUTES:

- Mature Christian character and active church involvement.
 - Keen sense of responsibility and initiative.
 - Ability to build positive relationships with students and staff.
 - Commitment to CHC's vision and strategic direction.
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