Position Description

Position Title:	Registry Administration Officer
Organisation Unit:	Registry
Reports to:	Director of Quality and Standards (Registry)
Type of Employment:	Full Time
Remuneration:	Based on Award **-** Educational Services (Post-Secondary Education) Award 2020 [MA000075]
Further Information:	recruitment@chc.edu.au

SCOPE OF THE POSITION

The Registry Administration Officer provides comprehensive administrative support across the student lifecycle, ensuring the accuracy, integrity, and timely processing of student records and academic information. The role supports the effective delivery of registry services by managing student enquiries, processing enrolment and progression transactions, maintaining compliance-related data, and coordinating key academic administration activities.

Working collaboratively with academic and professional staff, the position contributes to the consistent application of institutional policies, supports governance and reporting requirements, and enhances the overall student experience through efficient, service-focused administrative practices.

PRIMARY PURPOSE

To deliver efficient, accurate, and student-centred administrative support across the student lifecycle, ensuring the integrity of academic records and the effective operation of core registry functions within the institution.

KEY RESSPONSIBILITIES

- Deliver high-quality, timely administrative services across all stages of the student lifecycle, including admissions-related updates, enrolment variations, progression, completions, and graduation.
- Maintain accurate and compliant student records, ensuring data integrity across institutional systems and external reporting platforms.
- Provide responsive and professional frontline service to students and staff through email, phone, and in-person enquiries.
- Support the coordination and delivery of key academic administration processes, including timetabling, orientation activities, graduation ceremonies, and governance committee documentation.
- Ensure the efficient production and distribution of official student documentation, including transcripts, official academic documents (e.g., transcripts and certificates, enrolment confirmations, and verification requests.
- Contribute to regulatory and quality assurance obligations through accurate processing, timely reporting, and adherence to institutional policies and procedures.
- Assist in the development and continuous improvement of administrative processes, communication templates, and system workflows to enhance service delivery.

DUTY STATEMENT:

Student Enquiries and Frontline Services

- Provide timely and professional responses to student enquiries via email, phone, and in-person channels.
- Manage bulk student communications, including semester updates, enrolment reminders, and results notifications.
- Assist students with password resets, account access issues, and general system navigation.
- Issue and mail student ID cards and respond to related enquiries.

Enrolment, progression and Course Administration

- Process enrolment variations, including course transfers, unit adds/drops, withdrawals, changes of mode, and cross-institutional study requests.
- Process deferral and leave of absence applications and conduct follow-up on deferred or inactive students.
- Manage transfer of credit applications and maintain accurate progression records.
- Process course end-date extensions and monitor student enrolment status at key points in the academic calendar.

- Verify amended results submitted by Schools and ensure accurate updates to student records.

- Process RAP/REP sanctions and updates to student personal information.

Records Management and Compliance

- Maintain accurate and up-to-date student records across institutional systems and databases.
- Prepare and issue official academic documents, including transcripts, certificates, enrolment confirmations, and Centrelink letters.
- Complete qualification verifications for third parties and upload graduation documentation to MyEquals.
- Support compliance activities including eCAF processing and TCSI reporting.
- Remove withdrawn-pending ("WP") statuses from Moodle as required

Graduation and Completion Administration

- Coordinate graduation processes for mid-year and end-of-year ceremonies, including eligibility checks, documentation, regalia arrangements, invitations, and awards.
- Manage approval processes for applications to graduate, including nested course completions.

Timetabling and Academic Administration Support

- Assist with the preparation and management of the institutional timetable.
- Support the creation and maintenance of study periods and timetable calendars (where delegated).
- Prepare documentation for Academic Board meetings and support related governance processes.

Student Engagement and Events

- Assist with the delivery of Orientation, information sessions, and student events.
- Support communication and administrative tasks associated with key student lifecycle activities.

Systems, Templates and Process Improvement

- Create and update email templates and communication workflows within institutional systems.
- Contribute to continuous improvement of administrative processes, documentation, and service delivery practices.

Selection Criteria:

Personal Qualities

- Demonstrated commitment to delivering high-quality, student-centred service with professionalism, empathy, and respect.
- Strong attention to detail, accuracy, and follow-through in a high-volume administrative environment.
- Proven ability to manage competing priorities, meet deadlines, and maintain composure under pressure.
- Capacity to work collaboratively within a team, contributing to a positive, supportive, and solutions-focused work culture.
- High level of integrity, discretion, and sound judgement when handling confidential or sensitive information.
- Adaptability and willingness to learn new systems, processes, and regulatory requirements as needed.

Skills and Qualifications

- Demonstrated experience in student administration, academic services, or a similar administrative role within a tertiary or regulated environment.
- Strong proficiency in database management and student information systems, with the ability to maintain accurate and compliant records.
- Excellent written and verbal communication skills, including the ability to prepare clear correspondence and respond effectively to diverse enquiries.
- Competence in managing complex administrative processes such as enrolment variations, credit transfers, compliance reporting, and graduation workflows.
- Ability to interpret and apply institutional policies, procedures, and regulatory requirements.
- Strong organisational and time-management skills, with the ability to work independently and exercise initiative.
- Proficiency in Microsoft Office and the capacity to learn new digital platforms, workflow tools, and reporting systems.
- Relevant tertiary qualification and/or equivalent experience in administration, education, or a related field (desirable).

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

In carrying out their responsibilities, the Registry Administration Officer will interact with and be required to utilise the following:

- Student Information Systems (SIS) e.g. Meshed
- Learning Management Systems (LMS) e.g. Moodle
- TCSI Reporting Platforms
- eCAF System
- MyEquals
- Formstack or equivalent
- Microsoft Office Suite (Word, Excel, Outlook)
- Collaboration tools e.g. TEAMS

Specific training in the above will be provided as required.

GLOSSARY OF TERMS

CHC   Christian Heritage College

TCSI   Tertiary Collection of Student Information

eCAF   Electronic Commonwealth Assistance Form

RAP/REP   Review of Academic Progress/Review of Enrolment Progress