

Student Service Manager

About the business and the role

Greenhill Education Group Australia Pty Ltd trading as RGIT Australia is a leading accredited education provider in Australia and one of Australia's most competitive providers. With a founding principle of delivering excellence in training, RGIT Australia is proud to offer a learning environment that pays particular attention to quality teaching, student welfare and to fostering equal educational opportunities for students of all ages.

RGIT Australia, situated in Melbourne's CBD, is looking for a highly motivated and dedicated Student Services Manager to work within the Institute's Student Services Department.

The Student Services Manager is responsible for leading and managing the Student Services Department to satisfactorily perform in the various student administration functions, such as admissions, enrolment, satisfactory course progress, visa regulations and student services, and aims to improve organisational performance through increased efficiency and effectiveness of the department.

This is a **full-time** position.

Key Responsibilities

- Process student application, selection, and enrolment in accordance with the Institute's policy and in compliance with CRICOS Standards
- Organise and perform student orientation and enrolment processes
- Ensure students are continuously communicated to and supported throughout their program
- Ensure students seeking welfare services are assisted and follow-up with accordingly
- Monitor and report on compliance with administrative and student record policies and procedures, for review and as a basis for improvement
- Ensure that the Institute has administrative and student records in place and that the Institute maintains these
- Initiate procedures for student intervention, complaints, transfer, deferral, suspension and cancellation when applied
- When requested, provide regulatory third parties with information as requested and in accordance with the disclosure policy and requirements
- Maintain student, staff and other administrative records in accordance with the Record keeping procedure and the Institute records table
- Process refunds in accordance with the refund agreement signed by the student and maintained in the student file
- Follow the Institute policies and procedures

Skills and experience the desired candidate will have:

- Preferably holds a degree in a relevant field; business or administration
- Minimum 3 years experience in student services administration (in a Registered Training Organisation is preferred)
- Minimum 2 years experience managing staff
- Leadership and management skills
- Ability to maintain a professional and friendly persona during encounters with stakeholders
- Accountability for personal work performance.
- Demonstrate appropriate high-level computer skills including the use of learning management systems, spreadsheets, word-processing and Google suite
- Be research active to inform their work
- Exhibit good communication and interpersonal skills with an ability to foster a collaborative approach across departments
- Demonstrate the ability and preparedness to take a lead role in team meetings

To be successful in this job you will be a highly motivating and engaging individual with outstanding presentation skills that set you apart from others. You will have a proven track record of leadership in a work environment with demonstrated developed oral and written communication skills.

This position offers excellent career opportunities in a friendly and supportive work environment.

RGIT Australia is an equal opportunity employer. We are dedicated to attracting, retaining and developing our people regardless of gender identity, ethnicity, sexual orientation, disability and age. Applications are encouraged from all sectors of the community and we strongly encourage applications from the Aboriginal and/or Torres Strait Islander community.

If you believe you are qualified and suitable for this position, please submit your cover letter together with your resume to hr@rgit.edu.au.