

NATIONAL ART SCHOOL ▾

POSITION DESCRIPTION

Title: Student Services Administration Officer

Classification: HEW4

Reports to: Student Services Manager

Direct reports: None

Issue date: January 2026

JOB PURPOSE

The Student Services Administration Officer provides administrative support for the delivery of under-graduate and post-graduate courses at NAS. As a member of the Student Services team, the Student Services Administration Officer has a primary role in administering the student lifecycle and providing frontline customer service duties, responding to student and academic staff enquiries.

KEY RESPONSIBILITIES

- Provide a full range of administrative support to ensure the efficient delivery of student administration and courses;
- Assist the Student Services Manager in the effective administration of the student lifecycle (applications, enrolments, fees, assessments, progression, completion and graduation)
- Maintaining, and contributing to continuous improvement of, student management systems and administrative processes;
- Provide frontline customer service including information and advice to students and prospective applicants, on application and enrolment procedures;
- Maintain and build effective relationships with staff, students, and the public;
- Perform other related duties as required.

equivalent combination of relevant education and experience;

- Excellent organisational skills, including a demonstrated ability to manage records, work to deadlines and prioritise own workload in a busy work environment;
- Strong problem-solving skills
- High level written and verbal communication skills;
- Highly proficient computer literacy with demonstrated experience in using Microsoft Office applications including Word, Outlook, Excel, Teams etc. Familiarity with student management systems / databases is desirable.
- Ability to manage competing priorities in a complex environment
- Ability to work flexibly as part of a team;
- Ability to handle confidential matters and documents appropriately;
- Ability to use initiative and exercise sound judgement;
- Knowledge and understanding of EEO, ethical practice and WH&S.

QUALIFICATIONS / EXPERIENCE

- Tertiary qualification, or relevant administrative experience or an

KEY RELATIONSHIPS

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Internal	
Executive Leadership Team	This role sits within the Academic Services Team
Direct Manager	Student Services Manager
Colleagues	Develop and maintain effective working relationships.
Students	Develop and maintain effective relationships, assisting and directing as necessary.
External	
Stakeholders	Develop and maintain effective working relationships.

ACKNOWLEDGMENT

I have read and understood this position description and I accept the key accountabilities outlined in this position description. I understand that this position description is used primarily for the purposes of position salary band evaluation, candidate information and as a reference point for performance agreements and reviews. This position description does not attempt to define specific tasks of the position.

Print Name: _____

Signed: _____ Date: _____

P.D. REVIEWED & APPROVED

NAME	POSITION	SIGNED	DATE
	Executive Team Leader		
	CEO		