

## POSITION DESCRIPTION

### IDENTIFICATION

**Position Title:** Student Liaison Officer  
**Section:** Office of DVC (RC&GE)  
**Location:** Emalus Campus  
**Current Incumbent:**  
**Reports To:** Manager Campus Operations

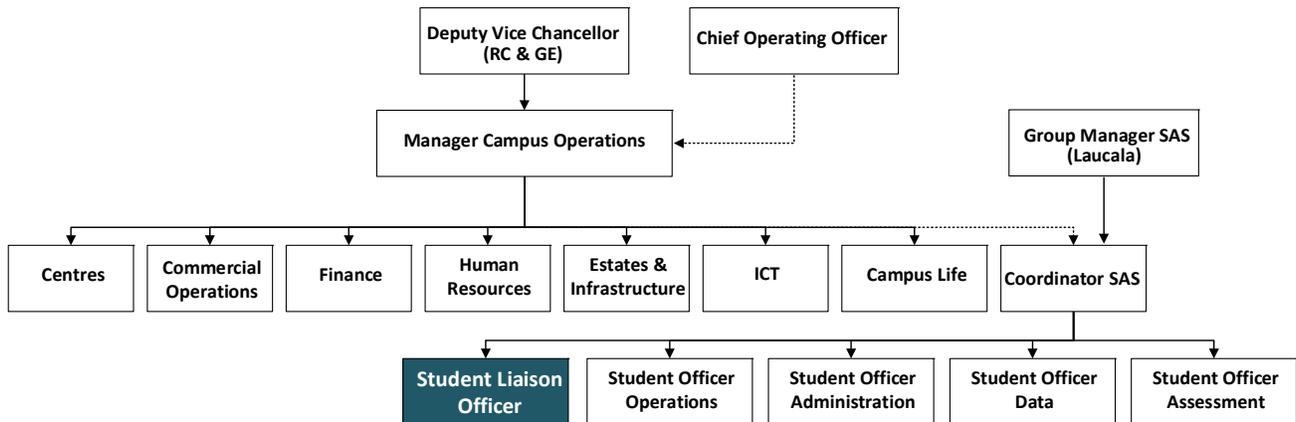
**Position Number:**  
**Department:** Student Administrative Services (SAS)  
**Category:** Admin & Support **Grade:** 4  
**Date of substantive appointment:**  
**Supervised by:** Coordinator SAS

### ORGANISATIONAL CONTEXT

The University of the South Pacific (USP) is a premier regional institution uniquely governed by twelve member countries and dedicated to providing high-quality education and enhancing regionally relevant research opportunities to its diverse student body across the Pacific Islands. USP aims to empower individuals and communities through education, fostering sustainable development and regional cooperation. USP's leadership in the Pacific, through academic knowledge, policy advice, and resource-sharing, continues to play a key role in advancing the region as a whole.

The USP Emalus Campus delivers the University's strategic objectives locally and supports Vanuatu, as a USP Member Country, in the social, economic, and cultural development of its students and communities. The Student Liaison Officer will support the Coordinator Student Administrative Services by managing the daily operations and ensuring quality and timely delivery of student services and support at the Student Services Centre at Emalus Campus.

### STRUCTURE



### PURPOSE

The Student Liaison Officer is responsible for the smooth daily operations of the Student Services Centre (SSC) which provides on-site services and support to USP students studying at the Emalus Campus.

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### NATURE AND SCOPE

The Student Liaison Officer directly impacts the overall student experience at the campus and contributes to the university's reputation for excellence in student support services. The incumbent, under the supervision of the Coordinator SAS, is responsible for the daily operations of the SSC which provides information, services and support relating to courses and programmes of study at USP, admissions, registration, credit transfer, examination, completion of studies, academic records, student ID cards and accommodation. S/he ensures that enquiries are addressed promptly, professionally and in a friendly manner to students and visitors at the SSC.

The Student Liaison Officer, as a first point of contact at the Emalus Campus, plays a vital role in enhancing student experience, improving student retention, promoting enrolment, and ultimately supporting the university's mission of providing quality education and support services to its students.

#### Key Responsibilities:

- Oversee the operations of the Student Services Centre at Emalus Campus and ensure quality services and support are delivered on time, professionally and in a friendly manner.
- Presence, as the first point of contact for any student enquiries at the campus specifically relating to course/programme information, enrolment, assessment, graduation, fee payment, student accommodation etc.
- Accuracy of all the information and standard forms provided to students and other stakeholders that seek assistance from the SSC.
- Recruitment, training and supervision of student assistants required to carry out different tasks at the SSC during peak periods.
- Provide regular reports to the Coordinator SAS on the operations of the SSC and escalate issues and risks as necessary.

### POSITION DIMENSIONS

#### Staff Responsible for:

Directly: Student Assistants

Indirectly: N/A

Total Level of Costs: N/A

#### Limits of Authority: Refer to [Register of Delegations](#)

Financial:

Non-Financial: Nil

#### Key Relationships /Internal and External Contacts:

External	Purpose of Contact
<ul style="list-style-type: none"> <li>• Prospective students, suppliers, and the general public</li> <li>• International Universities</li> <li>• Sponsors/ Development Partners</li> <li>• Local embassies/Consulates</li> <li>• Local TV and Radio personnel</li> </ul>	<ul style="list-style-type: none"> <li>• To provide information/documentation related to student administrative processes</li> <li>• To facilitate academic collaboration, credit transfers, and student verification.</li> <li>• To provide academic updates and support scholarship-related processes.</li> <li>• To support for regional/international students</li> <li>• To support promotional activities</li> </ul>

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<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• SAS Team</li> <li>• ReST Team</li> <li>• Student Finance</li> <li>• Academic / USP Support Staff</li> <li>• Students Learning Support/ CFL</li> <li>• Campus Life (Counselling, Disability, Halls of Residence)</li> <li>• Book Centre</li> <li>• ITS</li> <li>• Estates and Infrastructure</li> <li>• Marketing Team (DMC)</li> </ul>	<p><b>Purpose of contact</b></p> <ul style="list-style-type: none"> <li>• To support students on academic/administrative matters, particularly assessments, completions</li> <li>• To provide students access to appropriate learning support services</li> <li>• To ensure student welfare needs are addressed with inclusivity.</li> <li>• To support student centered activities such as orientation, career fair, sports, etc.</li> </ul>
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### KEY RESULT AREAS / KEY ACHIEVEMENT AREAS

<b>Key Result Areas</b> <i>Jobholder is responsible for</i>	<b>Performance Measures</b> <i>Jobholder is successful when</i>
<p><b>Student Administrative Services and Support</b></p> <ul style="list-style-type: none"> <li>• Provide frontline services and support for admissions, registration, withdrawals, programme changes, credit transfers, orientation, exams and tests and related student processes</li> <li>• Receive and respond to all student requests within USP regulations, policies and procedures</li> <li>• Maintain up-to-date student records and documentation at the SSC</li> <li>• Create conducive environment and deliver professional friendly services at SSC</li> </ul>	<ul style="list-style-type: none"> <li>• % Student requests processed SLAs.</li> <li>• Level of accuracy in student records</li> <li>• Appropriate referral of students to academic and support sections</li> <li>• Student satisfaction</li> <li>• Compliance with USP regulations, policies and procedures</li> </ul>
<p><b>Communication &amp; Outreach</b></p> <ul style="list-style-type: none"> <li>• Raise awareness of student services and support available at USP</li> <li>• Disseminate University announcements, information appropriately to students via email, social media, and noticeboards</li> <li>• Collaborate with support sections to ensure consistent messaging</li> </ul>	<ul style="list-style-type: none"> <li>• Timely communication of announcements and information</li> <li>• Consistency and accuracy of messaging</li> <li>• Increased student awareness</li> </ul>
<p><b>Record Management &amp; Reporting</b></p> <ul style="list-style-type: none"> <li>• Verification of student information</li> <li>• Proper management and storage of students' records at SSC and Banner System</li> <li>• Maintain confidentiality of student records</li> <li>• Provide student reports as required</li> </ul>	<ul style="list-style-type: none"> <li>• % Accuracy and currency of student data and documents</li> <li>• % Loss or misplacement of student records</li> <li>• Retrieval time of student records</li> <li>• Confidentiality breach</li> <li>• Accurate and timely reports</li> </ul>

Apart from the above key result areas, the position holder will assist in any other SAS duties as and when required.

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### TERMS & CONDITIONS

Salary:  
Length of Contract: 3 years renewable  
Benefits:

### POSITION SPECIFICATION

#### Qualifications and Experience (or equivalent level of learning)

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>• A Bachelor's degree in a relevant discipline; or equivalent level of expertise gained from a combination of experience, training or professional accreditation.</li> <li>• At least 3 years customer care/support and administrative working experience (preferably in higher education sector)</li> <li>• Experience in carrying out multiple activities within tight deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Work experience in a tertiary institution in the Pacific region.</li> </ul>

#### Key Competencies

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>• Strong organisational and customer service skills</li> <li>• Excellent interpersonal, oral and written English language skills</li> <li>• Competency in MS Office Suite, and Adobe</li> <li>• Experience in using software applications for student record management</li> <li>• Experience in conflict resolution, customer liaison and referral in a multi-cultural environment</li> </ul>	<ul style="list-style-type: none"> <li>• Experience and competency in Banner Student module</li> </ul>

### APPROVAL

Supervisor Name:

Supervisor's Signature:

Date:

Staff Name:

Staff ID:

Staff Signature:

Date: