

**POSITION DESCRIPTION**

**IDENTIFICATION**

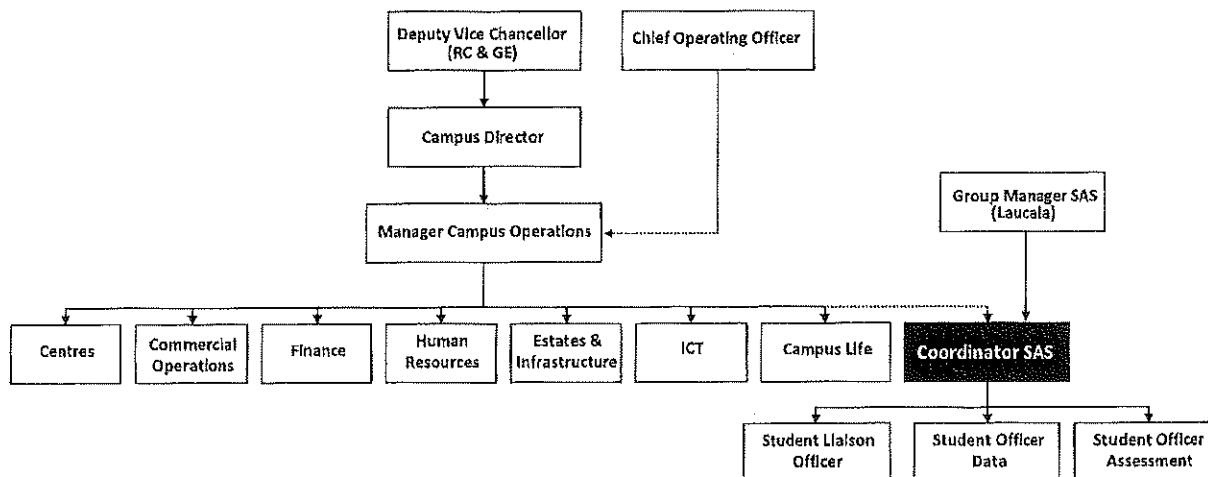
<b>Position Title:</b> Coordinator SAS	<b>Position Number:</b>
<b>Section:</b> Office of DVC (RC&GE)	<b>Department:</b> Student Administrative Services (SAS)
<b>Location:</b> Tonga Campus	<b>Category:</b> Admin & Support <b>Grade:</b> 6
<b>Current Incumbent:</b>	<b>Date of substantive appointment:</b>
<b>Reports To:</b> Manager Campus Operations	<b>Supervised by:</b> Manager Campus Operations

**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 Tonga Campus delivers the University's strategic objectives locally and supports Tonga, as a USP Member Country, in the social, economic, and cultural development of its students and communities. The Coordinator Student Administrative Services will support the Manager Campus Operations in coordinating student enrolment, assessment, completion, graduation and related services and support provided for students at the Tonga Campus.

**STRUCTURE**



**PURPOSE**

This position is responsible for overall coordination and day-to-day operations of the Student Administrative Services (SAS) in delivering administrative and support services to assist and enable students at the Tonga Campus, to successfully enrol and complete their programmes of study at USP.

## POSITION DESCRIPTION

### NATURE AND SCOPE

This position provides coordination and day-to-day management of SAS at the Tonga Campus. The Coordinator SAS will work with the Manager Campus Operations, SAS Laucala Campus and other key stakeholders to develop and implement the annual SAS work plan and provide relevant reporting. The incumbent, in close consultation with SAS Laucala Campus, ensures the effective delivery of administrative services and support that assist students to enrol and successfully complete their studies. S/he will also be responsible for supervising the SAS staff at the Tonga Campus.

#### Key responsibilities:

- Develop and implement SAS Tonga Campus annual work plan
- Coordinate services and support relating to admissions, registration, orientation, credit transfer, course assessments, examinations, student academic records, and graduation
- Ensure that all student administrative processes are compliant with USP policies and standards
- Actively supervise staff, monitor performance and facilitate training and capacity building of individual staff and the SAS team.
- Provide updates and reports as required by Campus Management, SAS Laucala Campus and relevant support sections.

### POSITION DIMENSIONS

#### Staff Responsible for:

Directly: 3

Indirectly: N/A

Total Level of Costs: N/A

#### Limits of Authority: Refer to Register of Delegations

Financial:

Non-Financial:

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

<b>External</b> <ul style="list-style-type: none"> <li>• Prospective students, suppliers, public</li> <li>• Govt Depts and Ministries</li> <li>• Verification Authorities</li> <li>• International Universities</li> <li>• Sponsors/ Development Partners</li> <li>• Local embassies/Consulates</li> </ul>	<b>Purpose of Contact</b> <ul style="list-style-type: none"> <li>• Authenticity of academic qualifications, records</li> <li>• Academic collaboration, credit transfers, and student verification.</li> <li>• Academic updates and scholarship matters.</li> <li>• Provide monitoring support for regional and international students</li> </ul>
<b>Internal</b> <ul style="list-style-type: none"> <li>• SAS Team</li> <li>• ReST Team</li> <li>• Student Finance</li> <li>• Academic / USP Support (SLS, CFL)</li> <li>• Campus Life (Counselling, Disability)</li> <li>• ITS</li> <li>• Estates and Infrastructure</li> </ul>	<b>Purpose of contact</b> <ul style="list-style-type: none"> <li>• Students' academic/administrative matters e.g. registration, assessments, completions</li> <li>• Students access to appropriate learning support</li> <li>• Student welfare needs are referred for support.</li> <li>• 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>
<b>Student Administrative Services</b> <ul style="list-style-type: none"> <li>• Coordinate student administrative services i.e. admissions, registration, programme changes, assessment, completion, graduation and student records.</li> <li>• Deliver high-quality, student-centered support services that result in academic success and wellbeing.</li> <li>• Provide regular reports to Campus Management, SAS Laucafa, sponsors and relevant support sections.</li> </ul>	<ul style="list-style-type: none"> <li>• Delivery of services according to Work Plan and SLAs</li> <li>• % students' queries resolved within SLA</li> <li>• Student satisfaction rate</li> <li>• % Reduction in student grievances</li> <li>• Timeliness and accuracy of reports submitted to Campus Management/SAS</li> <li>• % Compliance with USP policies and standards.</li> </ul>
<b>Academic &amp; Programme Support</b> <ul style="list-style-type: none"> <li>• Oversee academic advice and programme support</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy in programme advice given</li> <li>• Students' participation rates in academic advising</li> </ul>
<b>Marketing &amp; Recruitment</b> <ul style="list-style-type: none"> <li>• Support student recruitment and campus visibility</li> </ul>	<ul style="list-style-type: none"> <li>• Number of school visits and Open Day events conducted</li> <li>• Student enrolment targets met</li> </ul>
<b>Record Management</b> <ul style="list-style-type: none"> <li>• Supervise proper management of students' records</li> </ul>	<ul style="list-style-type: none"> <li>• % Student documents (enrolment to completion) accurately filed and securely stored in USP's official records management system</li> <li>• Timely retrieval of student records upon request.</li> <li>• % Compliance with USP's records management policies and data protection standards.</li> </ul>
<b>Staff Performance and Development</b> <ul style="list-style-type: none"> <li>• Supervise SAS staff</li> <li>• Manage staff performance</li> <li>• Support training</li> </ul>	<ul style="list-style-type: none"> <li>• Tasks completed according to approved SAS Work Plan and targets</li> <li>• Satisfactory staff performance</li> <li>• Training provided</li> </ul>

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

**POSITION DESCRIPTION**

**TERMS & CONDITIONS**

Salary: Grade 6  
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 institution)</li> <li>• Experience in staff supervision</li> <li>• Proficiency in MS Office (such as MS Word and MS Excel)</li> <li>• Experience in dealing with customers on a daily basis</li> </ul>	<ul style="list-style-type: none"> <li>• Postgraduate qualification</li> <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>• Excellent oral and written English language skill</li> <li>• Very good interpersonal and effective customer services skills,</li> <li>• Supervisory and team building skills</li> <li>• Some experience in marketing and report writing</li> <li>• Change oriented, result focused, team player that is able to multi-task within strict deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in organising events and activities.</li> </ul>

**APPROVAL**

Supervisor Name:

Supervisor's Signature:

Date:

Staff Name:

Staff ID:

Staff Signature:

Date: