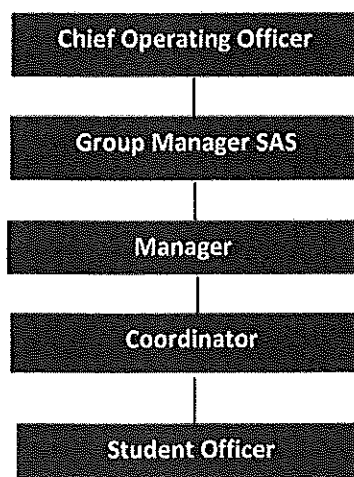


POSITION DESCRIPTION**IDENTIFICATION****Position Title:** Coordinator (Assessment) **Position Number:** ex Muariro Samisoni**Section:** Office of the Chief Operating Officer **Department:** Student Administrative Services**Location:** Laucala Campus **Category:** Administrative & Support **Grade:** 6**Current Incumbent:** VACANT**Date of substantive appointment:** 2026**Reports To:** Group Manager, SAS**Supervised by:** Team Leader**ORGANIZATION CONTEXT**

The University of the South Pacific (USP) is the premier dual sector University serving the Pacific region and only one of three regional universities of its kind in the world. Uniquely governed by its twelve member countries, USP is not only a higher education and research institution, but also a regional integration organisation that provides services within communally agreed structured regional mechanisms geared towards benefiting the lives of the Pacific people.

The University, guided by its ethos of continuous improvement has strived to provide the best possible value for money to its member countries, while constantly improving the quality and breadth of its academic offerings, facilities, educational and pastoral support, community projects, and regionally relevant research. It has come a long way since its humble beginnings in 1968.

The University's regional leadership and contribution of academic knowledge and policy advice, in particular its guidance and resource-sharing have contributed greatly to USP's overall contribution to the Pacific region.

Organizational Structure

POSITION DESCRIPTION

PURPOSE

The position of **Coordinator** has been established to support SAS in achieving the objectives outlined in its Operational Plans, implemented in alignment with university procedures and guidelines.

NATURE AND SCOPE

The Coordinator is responsible for organising the day-to-day operations within SAS, including processes related to Assessment, Completion, Administration, and Enrolment. Reporting to the Group Manager through designated Managers, the incumbents will oversee admissions, programme completion assessments, credit transfers, examinations and related processes including grades, and the delivery of face-to-face services at the Student Services Centre.

The Coordinator will work in accordance with individually agreed workplans, as designed and approved by their Manager. They will provide regular updates to Managers on key activities and responsibilities, ensuring that information repositories such as the SAS Server, Website and communication hubs like the Contact Centre are consistently supplied with accurate and up-to-date information for dissemination to students and stakeholders.

An additional responsibility of the Coordinator will be to oversee the work carried out by Student Officers, Clerical Assistants, and Student Interns who are engaged periodically during peak operational periods. This supervisory role ensures that tasks delegated to support staff are effectively managed and aligned with SAS objectives, maintaining consistency and quality in service delivery.

The Coordinator will also be expected to provide support across critical peak periods, including Admissions, Examinations, Programme Completion, and Graduation. Beyond these core functions, the role extends to assisting with major University events such as the annual Open Day, ensuring that SAS services remain responsive and well-coordinated during times of heightened activity.

POSITION DIMENSIONS**Staff Responsible for:**

Directly: None

Indirectly: None

Limits of Authority:

Financial: \$ N/A

Non-Financial: N/A

POSITION DESCRIPTION

Key Relationships /Internal and External Contacts:

Lists the key inter-relationships that is necessary for effective performance in the job. Also describe the nature of contact most typically expected with those key working relationships

Internal 1. SAS Managers and Coordinators 2. Regional SAS Staff 3. Academic Units 4. Finance 5. Council and Senate Secretariat 6. Campus Life 7. Marketing and Communication 8. Estates and Infrastructure 9. Information Technology Services 10. Centre for Flexible Learning 11. People and Workforce Strategy	Purpose of Contact 1. Administrative Support. 2. Update and feedback 3. Advise on processes and awareness training 4. Student administration Support 5. Regulations and handbook and calendar advise 6. Orientation 7. Student Engagement and Recruitment 8. Facilities, maintenance and security 9. Learning Management System Support 10. Student Learning Support Liaison 11. Employment Relations
External 1. Prospective Students 2. High Schools 3. Vendors 4. Scholarship Officers 5. Government Agencies	Purpose of contact 1. Provide feedback 2. Purchase and requisition 3. Provide Feedback 4. Support, verification and facilitation 5. Provide information

THE ROLE

KEY RESULT AREAS / KEY ACHIEVEMENT AREAS

Aim: KRAs to have a logical heading. KRAs: 4 – 6.in total Key tasks: 4-5 tasks per KRA. Performance Measures: Identify the performance standards for someone doing the job at the 100% level. Use both quantitative and qualitative measures, Measures the KRA as a whole, not every task. Maximum 3 measures for each KRA Include KRA for Corporate Responsibilities which is generic to all positions

Key Result Areas <i>Jobholder is responsible for</i>	Performance Measures <i>Jobholder is successful when</i>
Key result areas will be more detailed within the Individual work plan. General Key result areas for Student Officers will be as follows: Student Processes Timely receipt and acknowledgement of relevant applications under the following processes: • Admissions • Completions • Credit transfers • Transcripts	All applications are received and acknowledged within the agreed turnaround time Applicants informed of the outcome of their applications within agreed turnaround time. Grades are released within agreed timelines Decisions made on all applications comply with policies and regulations within agreed timelines

POSITION DESCRIPTION

• Grievances • Examinations • Grades • Graduation • Programme audits • Registration • Support Processes (e.g. AAGO, course descriptions and verification, front office service etc). Communications • Timely communication on the outcomes of applications for various processes. • Providing relevant information on student processes. • Application of University regulations, policies and procedures relating to admissions and registration Training and Awareness Conduct relevant awareness training on SAS processes as required especially for Student Interns and other clerical assistants and Student Officers.	Support on student processes are provided with minimum supervision and conducted with minimum re-work. Enquiries are responded to within agreed timeline with and no further request for clarification from enquirer Awareness training are conducted regularly to student interns, other staff and regional campuses to ensure consistency of SAS processes across all campuses
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TERMS & CONDITIONS

Salary: FJ\$47,921.75 – FJ\$56,678.10

Length of Contract: Three (3) years (renewable)

Other Benefits: As per Administrative & Support Staff Agreements

POSITION SPECIFICATION

Qualifications (or equivalent level of learning)

Essential

It is **essential** that the appointee has a Bachelor's degree in a relevant discipline OR equivalent level of expertise gained from a combination of experience, training or professional accreditation

POSITION DESCRIPTION**Knowledge / Experience*****Essential***

It is **desirable** that the appointee has:

- relevant administrative working experience, preferably in a tertiary institution
- experience in carrying out multiple tasks within tight deadlines
- experience in facilitating customer services

Judgment, independence and problem solving

Judgement	• Exercise judgement in the application of existing policies and procedures
Independence	• Independently adapt and innovate around existing complex systems
Problem solving	• Solve problems associated with highly complex systems that impact beyond immediate work area.

APPROVAL

Supervisor name:

Timothy Turinga

Supervisor's Signature:



Date:

24th July 2026

ACCEPTANCE

Staff Name:

Staff ID:

Staff Signature:

Date: