

POSITION DESCRIPTION**IDENTIFICATION**

Position Title: Student Officer (SAS) **Position Number:** ex Pio Manaseitava

Section: Office of the Chief Operating Officer **Department:** Student Administrative Services

Location: Laucala Campus **Category:** Administrative & Support **Grade:** 4

Current Incumbent: VACANT **Date of substantive appointment:** 2026

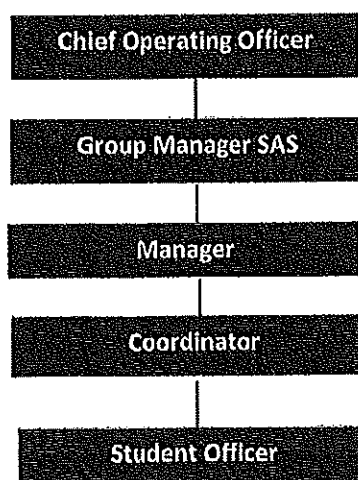
Reports To: Group Manager, SAS **Supervised by:** Team Manager

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 Student Officer is established to support SAS teams in undertaking and meeting the objectives of their respective team plans, implemented in accordance with University procedures and guidelines.

NATURE AND SCOPE

The position is responsible for the support and conduct of the day-to-day activities within the SAS teams comprising Assessment, Completions Unit, SAS Administration, and the Enrolment team. The incumbents will be responsible to the Group Manager through the Team Managers for the processing of admission applications, assessment of programme completions, credit transfer, examinations and grades support, planning the purchase of SAS office equipment including liaising with vendors, and the provision of face-to-face service at the Student Services Centre. Within their team portfolios the Student Officers will work according to the agreed individual workplans as designed and approved by the Team Supervisor and Manager. The incumbents will provide regular updates to Coordinators and Managers on their key activities and responsibilities and will ensure the normal information repository such as the SAS Server and communication hubs such as Contact Centre are provided with relevant and updated information for dissemination to students and stakeholders.

An added responsibility for the incumbents will be overseeing work carried out by the Clerical Assistants, and Student Interns scheduled occasionally during the peak periods for the major processes.

The position is expected to support different team processes during the peak periods of Admissions, Exams, Completion and Graduation, plus general University events like the OPEN Day.

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. High Schools 2. Vendors 3. Scholarship Officers	Purpose of Contact 1. Provide feedback 2. Purchase of SAS equipment 3. Provide Feedback
External 1. Group Manager 2. SAS Managers and Coordinators 3. Regional SAS Staff 4. Schools 5. Student Finance 6. CSS 7. Campus Life	Purpose of contact 1. Administrative Support. 2. Update and feedback 3. Advise on processes and awareness training 4. Student admin Support 5. Regulations and H&C advise 6. Orientation

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 Jobholder is responsible for	Performance Measures Jobholder is successful when
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 for: • Admissions • Completions • Credit transfers • Grievances • Programme audits • And relevant support processes (e.g. AAGO, programme audits, front office service)	All applications are received and acknowledged within the turnaround time Applicants informed of the outcome of their applications within agreed turnaround Grades are released within timeline Decisions made on application are 100% correct. 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

POSITION DESCRIPTION

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.	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\$ 33,327.85 – FJ\$ 42,084.19

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
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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
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POSITION DESCRIPTION**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 Tuvaga

Supervisor's Signature:



Date:

24th July 2026

ACCEPTANCE

Staff Name:

Staff ID:

Staff Signature:

Date:

