

Position Description

Position Title:	Data Integrity Officer
Reports to:	Manager, Systems and Policy
Division:	Student Services
Location:	223 Anzac Pde, Kensington
Date:	January 2012

JOB PURPOSE

The Data Integrity Officer is responsible for ensuring the effective and efficient running of student services systems for UNSW Global education and training products of UNSW Foundation Studies (UFS) and UNSW Institute of Languages (UNSWIL), by ensuring accurate and compliant record-keeping of student data and course information.

ENVIRONMENT

UNSW Global is the not-for-profit international education, training and consulting company of the University of New South Wales (UNSW). Established in 1999, the company is a wholly-owned enterprise of UNSW. The company has a specific brief to support the international initiatives and activities of the University and to provide educational activities in the non-degree market. UNSW Global seeks to leverage and enhance the UNSW brand in all its activities, well beyond the University's national and regional boundaries and borders.

UNSW Global has three core areas of expertise:

- Education and training,
- Educational measurement and assessment, and
- Consultancy services

These activities are currently managed through five Business Units:

- UNSW Foundation Studies
- UNSW Institute of Languages (UNSWIL)
- Educational Assessment Australia
- Unisearch Expert Opinion Services
- UNSW Global Networks & Recruitment

The Business Units are supported by a Corporate Services group with responsibility for new business development, financial management and reporting, human resources management, marketing and communications, IT and facilities management, corporate governance, student support and student welfare.

The company also manages the University's offshore operations in Hong Kong, India, Singapore, Thailand and Vietnam including the student recruitment firm Australian Education Consultancy Limited (AEC) in Hong Kong.

MAJOR TASKS

Customer Services

- Provide accurate and timely information to all stakeholders (Student Services staff, students, agents, product owners, Finance and Accounts staff) in the ethos of quality customer service.
- Implement continuous improvement and quality standards in systems and account related areas.
- Assist team members in responding to course enquiries in a timely and efficient manner

Systems and Record Keeping Management

- Implement data integrity processes to ensure the overall quality of information in the database systems.
- Audit the information, documentation and records collected about international students to ensure government compliance and registration requirements are met.
- Maintain course setup in the Student Agent Management (SAM) system for UNSW Foundation Studies (UFS) and UNSW Institute of Languages (UNSWIL) CRICOS registered courses.
- Maintain and reconcile data for Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) Annual Reconciliation Charge (ARC).
- Maintain up-to-date UNSW program information in SAM database
- Assist with the day-to-day operation, debugging and testing of SAM database-to ensure it meets Student Services operational and reporting requirements.
- Update forms and course enrolment information for Student Services, as directed by the Manager.
- Organise the archiving and recalling of student files.

OTHER

Undertake other duties, relevant to position, as required by Managers and Team Leaders.

ACCOUNTABILITY OBJECTIVES

1. Contribute to the effective and efficient running of the Student Services unit by ensuring delivery of high quality systems, documentation and accounting support in a timely manner.
2. Ensure Student Services staff have access to up-to-date systems information, maintain data integrity and comply with internal quality control.
3. Compliance and risk management requirements in all areas of student services systems are met.
4. Accurate data entry and record-keeping.

REPORTING RELATIONSHIPS

Immediate Manager's Supervisor	General Manager, Compliance and Student Management
Immediate Manager's Title:	Manager, Systems and Policy
Direct Reports:	Nil

Other positions reporting to Immediate Manager:	Nil
Other positions within Student Services	General Manager, Compliance and Student Management Manager, Admissions Manager, Systems and Policy Team Leaders Admissions Officers Customer Service Officers Student Adviser Accommodation/Welfare Officer Accommodation Officer Student Activities Officer Student Contact Officer

CHALLENGES

- Ensuring accuracy of student data, financial information and setup files in relevant databases, including Australian government PRISMS (visa documentation) data system.
- Effectively communicating and co-operating in a team environment and dealing with conflicting priorities.
- Keeping up-to-date with Australian government regulations and policy regarding international students (DIAC, DEEWR, and ESOS Act).
- Delivering high level customer service in a busy high volume environment.

CONSTRAINTS/AUTHORITY LEVELS

The position operates in accordance with established UNSW Global and UNSW policies and procedures and the requirements of legislation and agreements.

SELECTION CRITERIA

Essential

1. Completion of a qualification relevant to the role, or an equivalent level of knowledge gained through any combination of education, training and/or experience, with commitment to continual training and professional development.
2. Proficiency in a wide range of computing skills, including word processing, spreadsheets, databases, internet and email.
3. Excellent, clear communication skills across the board - written and verbal
4. Strong attention to detail
5. Deadline driven and efficient
6. Team player with the ability to work autonomously

7. Demonstrated experience in a similar role

Desirable

1. Experience in working in an education environment.
2. Knowledge of how Equality of Employment Opportunity and Affirmative Action principles apply within a work environment.

REMUNERATION

The total remuneration package offered is commensurate with qualifications and experience.

OCCUPATIONAL HEALTH AND SAFETY STATEMENT

This position is required to cooperate with all health and safety policies and procedures of the company and take all reasonable care to ensure actions do not impact on the health and safety of staff and visitors to the company.

EQUITY AND DIVERSITY

All staff and students at UNSW Global are entitled to enjoy an environment that is fair and equitable and free from harassment. In order to achieve this, staff have the following responsibilities:

- foster a working environment that is respectful of workplace diversity; and
- cooperate with UNSW Global's activities relating to compliance with equal opportunity legislation.

Staff with management responsibility must take all reasonable steps to ensure that the work environment is free from discrimination, vilification, and sexual harassment.

CODE OF CONDUCT

UNSW Global is strongly committed to a set of values and behaviour that are key to the enhancement of the working environment for all staff. UNSW Global is committed to:

- the highest ethical standards;
- an environment free from discrimination and harassment; and
- respecting and valuing the diverse communities it serves.

UNSW Global seeks to have staff who:

- behave honestly and with integrity in the course of their employment;
- act with care and diligence in the performance of their duties;
- treat others with respect and courtesy;
- recognise each others worth;
- work and collaborate together to achieve common goals;
- refrain from any form of harassment or intimidation;
- display open and honest communication; and
- seek continuous learning.

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