

VACANCY: STUDENT SUPPORT ADMINISTRATOR

Embury is looking for a **Student Support Administrator** for our **Midrand Waterfall Campus**.

The successful applicant will report directly to the Head of Academics: Waterfall Campus

The primary task of the **Student Support Administrator** is to provide first line information, advice, guidance and assistance to students and visitors on a variety of issues such as career, finance and registration.

Roles and responsibilities

- ✓ Required to provide academic and general administrative functions including maintaining data bases, word processing, filing and photocopying to support the work of the Student Support Centre
- ✓ Will ensure the efficient processing of student academic administration, maintain student and module records on the Student Information Management Systems (SIMS)
- ✓ Maintaining of current student files, rollover of students who have graduated and accurate archiving of records of past students.
- ✓ Teaching Practice Administration
- ✓ Deal with routine personal and telephone enquiries from students, members of the public, outside agencies and staff
- ✓ Provide accurate, relevant and up-to-date information to staff, students, parents and the public □
Recording of attendance registers
- ✓ Keep manual and computerised records up to date and collect statistical information to monitor activities against key performance indicators and service level agreements
- ✓ Collection of late assignments
- ✓ Responsible for the drawing up of lists for retests and supplementary exams for the exam department.
- ✓ Responsible for the collection of medical certificates and absentee letters for students who have missed assessments and to be approved by the Head of Academics: Waterfall Campus
- ✓ Arrange consultation between students and academic staff, record and maintain student correspondence, registration and exam results. Capture and maintain student mark records on Student Information Management System (SIMS), collate DP marks, assist with DP refusals and appeal processes, prepare reports for exam committee meetings.
- ✓ Undertake such additional duties or projects as the Head of Academics may determine from time to time
- ✓ Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery
- ✓ Participate in team training and development activities

Minimum Requirements:

- ✓ Matric plus one year relevant qualification
- ✓ Two years relevant experience in a similar environment;
- ✓ Experience and competency in word processing and spreadsheets
- ✓ Experience in the use of Student Information Management System (SIMS) or equivalent



Required skills and behaviours

- ✓ This position requires an individual who has the ability to pay close attention to detail and have the ability to work independently and accurately under pressure. Should also have excellent interpersonal and organisational skills.
- ✓ Enthusiasm and the ability to thrive in an atmosphere of constant change
- ✓ Ability to work with a diverse team in a fast-paced environment
- ✓ Excellent communication skills with the ability to communicate in a courteous, tactful, and concise manner
- ✓ Committed to producing quality work

Interested applicants are to e-mail a letter of application together with a CV of no more than 3 pages to hr@embury.ac.za

NO TELEPHONIC ENQUIRIES will be entertained. Only short listed candidates will be contacted. Embury reserves the right to not fill this position.

Closing Date: 13 January 2019