

Registrar

Opportunity in Sydney

The Role

Reporting to the Dean, this is a hands-on role that will lead a small Student Experience Team, spread around the country. The Registrar's key duties include: overseeing the enrolment of students into timetabled subjects; reporting on student attendance; detailing students in their academic progress; process managing student complaints and forwarding academic appeals; periodic student tuition invoicing and collections; regulatory reporting; and oversight of the planning of student events and graduations, in conjunction with the academic department. In short, student enrolments, student records, and regulatory and internal reporting around those areas.

The position would be located in Sydney at our York St campus in the CBD. There would be one additional team member located in Sydney, with the remaining team-members located in South Australia and Melbourne and all reporting to the Registrar.

The Sydney office we occupy is within a fairly small campus, consisting of ten classes, a simple student eating area, a meeting room and a compact library space. The fit-out is entirely new, clean and modern. The Sydney campus staff group is currently expanding to prepare us for future growth and is likely to have as many as eight staff members, across a range of groups, including the Registrar.

Key objectives include:

- Lead a small interstate team to ensure students are effectively enrolled into the course of their choice, including providing some support or advice to the Marketing Department in the later stages of the student recruitment process
- Review and validate documentation submitted by students on application and ensure IT systems are updated with accurate student data
- Responsible for overseeing invoicing and student tuition reporting
- Manage all data reporting to regulators including TEQSA and the Department of Education
- Work closely with the academic department to co-ordinate the timetabling of students into classes
- Ensure students are familiar with their responsibilities and policies and know how to access support staff and further information
- Monitor students' academic progress, track assessment submissions and examination schedules, ensure academic marks and feedback are provided (by working with the Heads of Faculty), and that high-quality student engagement is maintained with the Student Experience Team
- Provide evaluation reporting for early intervention strategies such as academic support and supplementary instruction activities for students
- Issue awards and oversight certifications for completing students
- Participate in planning of graduation ceremonies and other student events in conjunction with the Education Group
- Oversee the maintenance of accurate student academic records
- Oversee the maintenance of the Student Learning System

Qualification, Experience & Personal Skills

- Previous experience as a **Registrar or Assistant Registrar (or similar role) in a Higher Education Provider or University**
- **Experience working in Higher Education with International Students**
- **Experience leading a team**
- Experience with a **student software programme** is essential
- **HEIMS and HEPCAT knowledge** is preferred but not essential
- Expert knowledge of Microsoft suite, notably Excel
- **Degree qualified, a master's degree** would be preferred but not required
- High level communications skills, both written and verbal are vital
- Autonomous, responsive and flexible
- Skilled problem solver who can keep calm under pressure
- Strong attention to detail, and results focused
- Service ethos, demonstrating willingness to help others and participate in quality improvement

Diversity & Inclusion

Ikon Institute is an inclusive employer. We celebrate our diversity and strive to reflect contemporary Australian society in order to better serve our students. We welcome and encourage applications from Aboriginal and Torres Strait Islander people, culturally and linguistically diverse people, people with disability, sexually and gender diverse people, people with lived experience of adversity and from people of all ages.

About Ikon Institute of Australia (“Ikon”)

Ikon Institute of Australia ABN 95 112 989 581 is an exciting and unique private higher education provider (PRV14055), part of the ASX-listed UCW Limited group.

Ikon delivers qualifications throughout Australia in the areas of counselling and psychotherapy, arts therapy and community services. Its higher education qualifications include a Diploma, Associate Degree and Bachelor of Counselling and Psychotherapy and a Diploma, Associate Degree and Bachelor of Arts Therapy. Additional undergraduate programs are currently being developed in early childhood education and care.

About UCW

UCW is an ASX-listed entity that owns and operates a portfolio of tertiary education businesses, with a current focus on Health and Community Services related fields of study in both the international and domestic student market. Education is delivered nationally across 12 campuses.