

## Coordinator, Student Financials and Scholarships

### HEP Level 7

<b>POSITION NUMBER</b>	
<b>ORGANISATIONAL UNIT</b>	Student Services and Administration
<b>POSITION REPORTS TO</b>	Manager, Student Financials and Scholarships
<b>OVERALL PURPOSE</b>	<p>This position provides operational leadership and coordination of frontline Student Financials and Scholarships activities across Higher Education and TAFE.</p> <p>The role is responsible for supervising and supporting a team of professional staff, ensuring high-quality service delivery, accurate and timely processing, and compliance with legislative requirements and VU policy. It oversees and coordinates processes to ensure prompt and efficient service.</p> <p>The position ensures accurate processing, clear communication, and sound recordkeeping in line with policy and legislation. By working closely with students, staff, and stakeholders, the role enhances the student experience, maintains data integrity, and supports compliance and continuous service improvement.</p>
<b>ORGANISATIONAL CONTEXT AND RELATIONSHIPS</b>	<p><b>Within the University the position:</b></p> <ul style="list-style-type: none"> <li>◆ works closely across Student Services and Administration, including Advisory and VUHQ, Admissions, Enrolments, and Student Welfare. The position also collaborates with Colleges, Advancement, and other business units across the University.</li> </ul> <p><b>Outside the University the position liaises with:</b></p> <ul style="list-style-type: none"> <li>◆ External stakeholders including government departments and authorities as directed, VTAC, and partner organisations that Victoria University administer scholarships for.</li> </ul>
<b>LOCATION/CAMPUS</b>	The position is currently located at the Footscray Park Campus and will be required to attend all university campuses as required. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

## KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

- ◆ **Deliver** – Excellence, results-driven, accountability, problem solving focus.
- ◆ **Engage** – Customer service mind-set internally, externally and particularly for students.
- ◆ **Collaborate and Partner** – Build successful relationships, communicate effectively, influence and negotiate.
- ◆ **Innovate** – Entrepreneurship, growth, continuous improvement, digital transformation.
- ◆ **Lead** – Inspire direction, lead change, manage and develop people.

## OUR ORGANISATION

Victoria University (VU) is a dual-sector (Higher Education and Vocational Education) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. VU has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide.

### **Commitment to Protecting Country:**

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

### **Commitment to Diversity and Inclusion at VU:**

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

## ORGANISATIONAL UNIT

Student Services and Administration has responsibility for domestic and international students studying a Higher Education or Vocational Education courses at VU. It supports end-to-end student lifecycle operations and student business system configuration and oversight across VU. This collaborative and integrated service works together with the University's Colleges and other stakeholders to support students across the student lifecycle. The portfolio includes:

- ◆ Admissions, Pathways and Credit
- ◆ Enrolments
- ◆ Graduations
- ◆ Exams, Graduations and Awards
- ◆ Progress & Special Consideration
- ◆ Student Financials and Scholarships
- ◆ Timetabling
- ◆ Systems Configuration
- ◆ Government Reporting
- ◆ Student Advising and VUHQ including the University Contact Centre
- ◆ Student Life & Leadership
- ◆ Student Equity, Safety and Wellbeing
- ◆ Learning Hubs
- ◆ Service Excellence
- ◆ Student Services and Systems Training
- ◆ Student Communications

## MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Coordinate the delivery of Student Financials and Scholarships services across Higher Education and Vocational Education, ensuring consistent, accurate and timely outcomes.
- ◆ Supervise and coordinate a team of professional staff, including work allocation, workflow management, quality assurance and performance during peak periods.
- ◆ Build team capability through coaching and guidance, fostering a professional, accountable and student-centred culture.
- ◆ Act as the primary escalation point for complex fee and scholarship matters and complaints, providing authoritative advice aligned with policy, legislation and business rules.
- ◆ Oversee the accurate administration of student financial processes, including fees, invoicing, refunds, and related transactions in accordance with legislative and University requirements.
- ◆ Assess and process remission of debt applications.
- ◆ Coordinate the end-to-end administration of scholarships, grants, and prizes, ensuring eligibility, processing, and communication are completed accurately and on time.
- ◆ Support scholarship assessment and selection processes in collaboration with the wider team, University stakeholders, and selection panels.
- ◆ Provide clear and timely advice to students and staff on fees, financial assistance and scholarships across digital, in-person and event-based channels.
- ◆ Monitor service performance, including turnaround times, volumes and workloads, identifying and escalating risks, issues and emerging trends.
- ◆ Monitor, triage and coordinate resolution of operational issues and improvement opportunities through structured tracking tools, such as JIRA, ensuring prioritisation, stakeholder engagement and timely resolution.
- ◆ Undertaken compliance activities including audits, reconciliations, data quality checks and reporting requirements, including the coordination of internal, and support of external compliance activities.
- ◆ Drive continuous improvement by identifying process and system enhancements, and supporting the implementation of initiatives, system changes and operational improvements.
- ◆ Contribute to the adoption of new technologies and digital solutions, including automation and AI-enabled tools, to improve efficiency, service delivery and data quality.

## TYPICAL/MAJOR CHALLENGES

- ◆ Managing high-volume, time-critical processing and enquiries, particularly during peak periods, while maintaining accuracy and service quality.
- ◆ Applying complex and evolving government funding, legislative and University policy requirements consistently across Higher Education and Vocational Education contexts.
- ◆ Balancing operational delivery with staff supervision and capability development in a resource constrained environment.
- ◆ Resolving complex or sensitive student matters requiring sound judgement, empathy and adherence to policy.
- ◆ Ensuring data accuracy and integrity across multiple systems while meeting reporting and compliance requirements.
- ◆ Managing a pipeline of system and process issues, balancing immediate operational needs with longer-term improvements and stakeholder expectations.
- ◆ Adapting to evolving technologies and system changes, including embedding new digital and AI-enabled solutions into established processes and ways of working.
- ◆ Coordinating across multiple stakeholders with competing priorities to achieve consistent service outcomes.

## PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Sound understanding of student lifecycle administration within Higher Education and/or Vocational Education, particularly in student financials and/or scholarships.
- ◆ Working knowledge of relevant government legislation, funding frameworks and compliance requirements (e.g. HESA, VSL) and their application in an operational environment.
- ◆ Knowledge of University policy frameworks, governance requirements and administrative procedures.
- ◆ Understanding of financial administration practices, including invoicing, refunds, reconciliations and fund disbursement.
- ◆ Experience using student management systems, finance systems and reporting tools to support service delivery and data integrity.
- ◆ Understanding of structured issue tracking and continuous improvement methodologies (eg. JIRA or similar), including triaging, prioritisation and workflow management.
- ◆ Ability to interpret policy and translate it into consistent operational practice and clear advice.

## KEY SELECTION CRITERIA

### Essential

1. Knowledge or Training equivalent to: a degree with subsequent relevant experience; or an equivalent combination of education and professional experience.
2. Demonstrated experience in supervising staff and coordinating workflows in a complex service environment.
3. Proven experience in student lifecycle processes across Higher Education and/or Vocational Education.
4. Demonstrated ability to interpret policy and legislation and apply it to complex cases and decision-making.
5. Strong organisational skills with the ability to prioritise, manage competing demands and meet deadlines.
6. Well-developed communication and interpersonal skills, with the ability to provide clear advice and build effective working relationships.
7. Experience using complex systems and data to support service delivery, reporting and decision-making.
8. Demonstrated commitment to compliance, governance and continuous improvement.
9. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.
10. Willingness to commit to the VU Values and Behaviours:
  - Values – Access, Excellence, Respect
  - Behaviours – Engagement, Collegiality, Courage

### Desirable

1. Experience with administering student financials and/or scholarships in tertiary education settings.
2. Knowledge of tertiary education sector systems, policy frameworks, and current trends.
3. Experience supporting system, process, or service improvements in a tertiary education environment.