



Position Description - Academic Services Coordinator

Description and Selection Criteria

Lincoln Education Australia (LEA)

Lincoln Education Australia is a values-based, not-for-profit institution offering innovative, contemporary courses and exceptional teaching in a high-quality, multi-cultural learning environment with modern facilities and wide-ranging academic and learning support services. LEA promotes a culture of performance excellence through regular professional learning activities and leadership programs.

The Lincoln Education Australia vision is to become a world-class provider of higher education committed to preparing graduates with advanced knowledge and skills for career success, for transforming society and for responsible global citizenship. Our mission is to advance knowledge and scholarship, prepare students as critical and creative thinkers capable of responding to real-world challenges, develop leaders, inspire entrepreneurs and promote lifelong learning.

LEA begins operation in 2023 with a Bachelor and Masters degree that combine Business, Information Technology and Cyber skills. **These are entirely new degrees developed in collaboration with leading Australian and international academics drawn from business, IT and cybersecurity studies.** This position offers an exciting opportunity for the successful applicant to contribute knowledge, creativity and energy to operationalise LEA's vision and mission during the inaugural year and to and shape future directions.

Position Purpose

The Academic Services Coordinator (ASC) provides administrative and technical support to the Registrar in order to implement LEA's strategy and to support and manage LEA's relationship with students from enrolment to graduation, including initiatives directed towards improving the student experience.

The ASC provides support and management of the relevant operations of LEA, within the broad parameters of LEA's strategic directions, in accord with LEA mission and Strategic Plan 2021-26. Promote and foster organisational culture of high quality education embracing cultural diversity instilling humane values and intercultural awareness.

Position Description

The ASC is appointed on a five-year renewable contract basis and is responsible for the delivery of responsive, proactive and consistent administrative, technical and management support to enable the academic outcomes of LEA, providing academic



support to enable smooth and efficient running of LEA and contribute to the management of LEA's academic offerings and various services to students.

The level of appointment is dependent on qualifications and experience. Academic equivalency is assessed on a combination of formal qualifications and professional experience. The minimum requirement is a Bachelors degree or Diploma and 3 to 5 years of relevant professional or practice based experience.

Responsibilities and Duties

- Providing timely student administrative services to support the enrolment to graduation lifecycle of students;
- Responding to student enquiries and resolve appropriately any issues or complaints, grievances and appeals related to academic matters;
- Understanding and improving business systems and processes;
- Coordination of the new students' intake and registration, assessments, arrangement of special exams, credit transfers, and Recognition of Prior Learning (RPL) support;
- Preparation of various documents related to student academic certificates and transcripts;
- Ensuring accurate student information is recorded through the use of LEA's Student Management System (SMS);
- Ensuring administrative procedures are followed to meet the standard of service and reporting;
- Planning, prioritising and managing time effectively in order to achieve quality results.
- High level of initiative;
- Monitoring and addressing any study / work place disputes, complaints and harassment allegations;
- Ensuring that all the operations are consistent with LEA policies and plans, including privacy, confidentiality, copy rights, security and safety and also in accordance with the required government legislations and laws;
- Participate and support in LEA's activities and various committees as needed; and
- Any other duties that the COO, Registrar, Academic Dean, and the Management might give from time to time.

Essential Selection Criteria

- Bachelor degree or Diploma within a related discipline;
- At least 3 to 5 years of related experience;



- Good organisation, communication, time management and problem solving skills and ability to plan and prioritise, organise and manage;
- Good interpersonal, team and stakeholder management skills, as well as excellent communication and presentation skills;
- A high level of attention to detail with the ability to prioritise tasks and work both independently and as part of a team; and
- Demonstrated computer proficiency and experience.

Desirable Selection Criteria

- Experience in the higher education sector is preferred.

Equity and Diversity

LEA is an equal opportunity employer. Equality of opportunity and access is a critical priority of the institution. All LEA staff are wholly committed to equal opportunity in education, employment, and the welfare of students and staff. All staff at LEA are recruited and promoted on merit.

Occupational Health and Safety (OHS)

All staff recruited to LEA are inducted into a safe and healthy working environment. All staff at LEA are required to take all reasonable precautions for their own health and safety and that of other personnel who may be affected through their conduct. All staff are required to understand OHS responsibilities applicable to their position in LEA. Additional OHS responsibilities apply for staff supervisors, Managers, and other senior LEA personnel.

Reporting Relationship

The ASO reports to the Registrar and works closely with Academic teaching staff, , Admissions Officers, Student Experience Officers, and Academic Support Officers.

Remuneration Officer Package Details

An attractive package is negotiable and it includes superannuation and all other benefits that go with the position. Professional development as applicable will be provided.



For queries, please contact

Srinivas Avvari

Chief Operating Officer

Email: coo@lincolnaustralia.nsw.edu.au

Stating the job title in the Subject line