



Tertiary Scholarship & Loans Board

Building A Smarter Fiji

JOB DESCRIPTION – ASSISTANT ADMINISTRATIVE OFFICER

IDENTIFICATION

Position Title: Asst. Administration Officer

Position Number: TSLB 08

Location: Lautoka

Category: Student Services

Reports To: Manager Student Service

Supervised by: Manager Student Service

ORGANIZATION CONTEXT

In line with the theme of “Building a Smarter Fiji”, The Government announced a number of major initiatives that now ensure that every young person has access to tertiary education. The Prime Minister and Minister for Finance, Commodore Josaia Bainimarama stated in his 2014 budget speech that his Government has allocated funds for the provision of Tertiary Scholarships. Under the Tertiary Scholarships and Loans Scheme the following is being introduced:

- National Toppers Scheme
- Overseas Scholarships
- Tertiary Education Loans Scheme for New Students
- Tertiary Education Loans Scheme for Existing Tertiary Students
- Accommodation Support Scheme
- Continuing Students with Scholarships in 2013

The new Scheme is consolidating all existing scholarships and loan schemes into one overall scheme under the responsibility and direction of the Tertiary Scholarships and Loans Board (TSLB).

Key Accountabilities

- Receive and consider applications for the following Schemes administered by TSLB:
 - ✚ National Toppers Scheme
 - ✚ Overseas Scholarships
 - ✚ Tertiary Education Loans Scheme for New Students
 - ✚ Tertiary Education Loans Scheme for Existing Tertiary Students
 - ✚ Accommodation Support Scheme
 - ✚ Continuing students with Scholarships in 2013

- Log all applications received for accountability:
 - ✚ Check for completeness of application
 - ✚ Account for all documents by issuing receipts to the applicant
 - ✚ Enter into Applications Register
- Assist in processing new applications:
 - ✚ Scrutinize all documents and details submitted
 - ✚ Use discretion to make decision on arduous applications
- Process tuition fee payments for all sponsored students.
- Process student allowances for all sponsored students upon receiving enrolment reports from the respective HEIs.
- Issue Bond forms to students
 - ✚ Provide guidance and informed explanations on how to fill in bond forms
- Issue Offer letters to students
 - ✚ Provide guidance and informed explanations on how to fill in bond forms
- Receive completed bond forms and offer letters
 - ✚ Check for 100% accuracy before submission to Administration Officer
- Receive and consider requests for:
 - ✚ Changes in Particulars/Programs/Majors/Minors/HEI/Campus
 - ✚ Reinstatement of studies
 - ✚ Extension of studies
- Receive queries and complaints from the stakeholders and enlist accordingly.
 - ✚ Make robust decisions on queries and complaints in accordance to the Tertiary Scholarship and Loans Act 2014.
 - ✚ Provide feedback within a stipulated timeframe.
- Creating and indexing all sponsored student files.
- Execute data entry of relevant student information into the master list.
- Undertake accountability for the culpability of the master list.
- Generate data to facilitate requests from relevant stakeholders.
- Assist in producing categorization lists for dispatch to the HEIs.
- Prepare allowances for sponsored students in local HEIs.
 - ✚ Prepare allowances with utmost accuracy.
- Ensure allowances are released as scheduled.
- Receive and acknowledge enrolments reports from HEIs.
- Manifest a high degree of professionalism in responding to emails.
- Exhibit a high level of complexity in addressing daily customers.
- Percolate examination results received from HEIs by examining individual student performance.
- Prepare requisitions upon receipt of invoices from HEIs.
- Facilitate the preparation of ledger accounts upon requests by the students and important stakeholders like FCRS.
- Account for and keep record of all actions taken on a daily basis.
- Contribute to the daily assessment of a day's work for further improvements.

- Liaise directly with the respective institutions with regards to individual student information to assist with student query assessment.
- Possess the relevant attitude in maintaining good relationships with HEIs and important stakeholders for accessibility.

Knowledge, Skills and Abilities:

Prepare, maintain and interpret statistical data; coordinate numerous student services programs; develop/implement new programs and services; communicate effectively orally and in writing; establish cooperative working relationships with persons contacted in the course of performing assigned duties.

Education and Experience:

Diploma with 1-3 years' work experience preferably in customer services or at a Higher Education Institution. Preference will also be given to those who are available to start immediately if selected.

“End of JD for Assistant Administrative Officer”