



National University of Vanuatu

Job Description and Specification



Job Title	Assistant Student Academic & Support Services
Reporting To	Senior Officer Student Academic & Support Services (SASS)
Job Purpose	To provide support in academic administration and student support services at the National University of Vanuatu by assisting students with enrolment, academic progression, and wellbeing, while contributing to student success, retention, and inclusive access to higher education.
Position Summary	Responsible for supporting general matters within the Student Academic & Support Services in relation to academic programs offered by the University including the on-going partner's university programs where relevant.
Key Responsibilities – Detailed Listing	1. <i>Become fully familiar with:</i> NUV's strategic directions, mission, structure, and academic regulations Agreements made between NUV and university partners Academic regulations and relevant policy documents of the partner universities 2. <i>Under the supervision of the Senior Officer SASS, assist in ensuring the effective implementation of NUV Academic Regulations, relevant policies and key decisions of the NUV Council and partner universities including the following areas:</i> 2.1. <i>Student Academic Support</i> • Assist students with course registration, programme selection, and understanding graduation requirements • Provide basic guidance on university policies, academic regulations, procedures and refer complex matters to the SASS Officers or Senior SASS Officer. • Assist in monitoring student academic progress and help identify students who may be academically at risk. 2.2. <i>Student Support Services</i> • Serve as a first point of contact for student enquiries including academic, financial, or personal matters. • Refer students to relevant services such as counselling, financial assistance, or learning support • Support initiatives aimed at improving student retention and success, particularly for students from outer islands 2.3. <i>Academic Administration</i> • Assist in maintaining accurate student records including enrolment, grades, attendance, and progression • Assist with processing transcripts, confirmation letters, and graduation documentation • Support examination processes, including coordination and record management 2.4. <i>Programme and Event Coordination</i>

	• Assist in organizing student orientation, registration periods, and graduation activities • Support workshops on study skills, academic writing, and time management • Assist in coordinating meetings and communication between students, faculties, and departments <i>2.5. Communication and Liaison</i> • Work closely with academic staff, faculty offices, and administrative units • Assist in communicating key academic dates, deadlines, and updates to students • Provide culturally sensitive and inclusive support to a diverse student population <i>2.6. Compliance and Confidentiality</i> • Assist in ensuring that all student information is handled confidentially and in accordance with university policies • Support adherence to national education standards and institutional guidelines <i>2.7. Other:</i> • Be willing to acquire additional skills and strengthen personal capacity to better serve the NUV. • Support Senior Officer SASS in other key activities relating to Student Academic Services. • Assist other SASS officers with various tasks and activities during busy and peak periods.
Critical Competencies	• Strong interpersonal and communication skills both written and verbal. • Cultural awareness and ability to work with diverse student groups across Vanuatu • Good organizational and administrative skills • Problem-solving ability and attention to detail • Basic IT skills including Microsoft Office, student information systems. • Ability to work independently and as part of a team
Qualifications	• Year 13 Certificate or Diploma in Education, Administration, Social Sciences, or related field • Experience in education, administration, or student services is an advantage • Familiarity with the Vanuatu education system is desirable
Special Skills	➤ Basic understanding of administration, student academic service functions with best practices

	➤ Computer literate, including knowledge of school administrative and recordkeeping software systems ➤ Knowledge of student administrative systems and standards ➤ People oriented, inclusion oriented and results driven ➤ Excellent written and oral communication skills ➤ Excellent communication skills in the three (3) official languages of Vanuatu ➤ Excellent listening and presentation skills ➤ Proven experience in team work and coordination
Required Experience	Two (2) years' proven experience in administration with preference given to school administration or student academic services. Proven record of efficient and professional work performed serving students, staff and other stakeholders of different backgrounds Experience in a University or tertiary institution settings is preferred.
Language	Fluent in English, French and Bislama
Terms and Conditions of Employment	Three-year local contract Annual salary range: 1.2 M VT to 1.4 M VT + 25 % benefits depending on qualifications and experience
Selection Methods	Please send your cover letter and CV with 2 referee contact details and evidence of your highest qualifications to the following address: apply@univ.edu.vu Please email your application package above in PDF format to apply@univ.edu.vu with the following subject line: Application [YOUR SURNAME] NUV Assistant Student Academic & Support Services Officer