

Position Title	Senior Team Leader, Student Advisors
Classification	Level 8
School/Division	Student Success and Progression
Centre/Section	Student Offices
Supervisor Title	Senior Manager, Student Offices
Supervisor Position Number	321543
Position Number	316133

Your work area

The Directorate of Student Success and Progression sits within the UWA Education Portfolio, overseen by the Deputy Vice-Chancellor of Education and Student Experience. Student Success and Progression plays an integral role in the shared strategic goal of providing a world-class student experience.

The Directorate has responsibility for critical across the student lifecycle, including Admissions, Enrolments, Fees, Scholarships, Timetabling, Student Advising, Exams and Graduation. Working across the University, the Directorate partners with academic and professional leaders to deliver integrated, student-centred services that support academic success, retention, and progression.

Reporting structure

Reports to: Senior Manager, Student Offices

Direct reports: Student Advisors; Student Assistants

Your role

As the appointee, under broad direction and minimal supervision, you will develop and implement senior strategic planning, direction and leadership for the provision of a consistent, transparent and high-quality student service. You will use advanced expertise and judgement to independently analyse and solve problems, provide strategic advice and make decisions in matters relating to students and staff. You will lead a skilled team to make a significant contribution to enhancing the student experience and ensure alignment with institutional strategies, regulatory requirements and external standards.

Your key responsibilities

- Plan, implement and manage a range of specialised programs and functions relating to student management activities.
- Lead the governance, performance oversight and strategic development of workflows and systems to ensure compliance with relevant standards and requirements, while managing the development, maintenance, and continuous improvement of office systems, policies, and procedures for efficient operations within the functional area.
- Determine strategic priorities and direct resource planning and allocation for the functional area, while leading and managing a team to ensure efficient operations, fostering a positive team culture, and oversee staff training and development in collaboration with the student service leadership team.
- Interpret, implement and operationalise new or updated policy and procedures

- relevant to the area and in consultation with University Stakeholders.
- Provide high-level information, documentation and advice to current and prospective students, and University staff through the application of expert knowledge of student services policies, processes and procedures.
 - Respond to complex, sensitive, and diverse enquiries using judgement and initiative to make high-level decisions and instigate innovative solutions to resolve a range of issues.
 - Ensure customer service provisions are of a consistently excellent level and are efficient and empathetic in nature.
 - Apply comprehensive knowledge on policy, procedural, and reporting matters to provide strategic advisory input to schools, central administration and other stakeholders.
 - Lead strategic engagement and negotiation with Heads of School and other University departments and engage with relevant committees to make recommendations and influence policy, planning and delivery outcomes to continuously improve student experience and effective service delivery.
 - Support the University's strategic priorities by enhancing the student experience and contributing to improved retention through the delivery of seamless, high-quality student services.
 - Other duties as directed.

Your specific work capabilities (selection criteria)

- Relevant tertiary qualifications or demonstrated equivalent competency.
- Substantial and extensive senior administrative experience at an appropriate level with a strong focus on delivering an exceptional student experience and customer service.
- Excellent written and verbal communication skills, high level consultation skills and the ability to build working relationships with key stakeholders at all levels.
- Demonstrated relevant team management experience and the ability to train and develop staff.
- Demonstrated ability to solve and offer solutions for complex issues.
- Excellent planning and organisational skills.
- Ability to work independently, show initiative and manage a considerable area.
- Substantial knowledge of relevant policies and procedures for the administration of personnel, financial and student activities.

Special requirements (selection criteria)

- National Police Clearance

Compliance

Ensure you are aware of and comply with legislation and University policies.

To learn more about the Code of Conduct, see [Code of Conduct](#).

To learn more about Diversity, Equity and Inclusion, see [Diversity, Equity and Inclusion](#).

To learn more about Safety, Health and Wellbeing, see [Safety, Health and Wellbeing](#).