POSITION SUMMARY
The Student Services Advisor is responsible for delivering a range of high-quality services across a wide variety of administrative processes and student enquiries, via multiple channels. The role is expected to develop and maintain a broad range of knowledge and expertise across student services and is responsible for the case management and resolution of student enquiries and administration.

The role of Student Services Advisor reports to a Student Services Manager and has no direct reports.

ACCOUNTABILITIES
Specific accountabilities for this role include:

- Manage and execute complex enquiries, either received directly or by referral, in order to provide a seamless and customer-focussed student experience.
- Undertake a case management approach to resolving student enquiries and maintain relationships with key stakeholders to facilitate resolution.
- Develop, maintain and apply a depth of knowledge and expertise relating to student services policies, administration, and procedures.
- Assist with the management of the effective delivery of business processes relating to student services for which the team is responsible.
- Proactively analyse opportunities to expand the quality of student services, including the provision and maintenance of high quality and accessible material.
- Contribute to the overall operation of Student Services during peak periods by providing support to large numbers of students regarding enrolment and class registration. Deal effectively with complex cases requiring analysis and interpretation.
- Keep thorough, accurate and up-to-date case notes, and ensure all advice work is delivered to agreed quality and consistency standards.
• Monitor and report on adherence to service level agreements.
• Co-ordinate and support specialist cohort activities for students.
• Actively participate in and contribute to continuous improvement including identifying barriers to customer service, recommending procedural and documentation improvements and participate in peer to peer training, information sharing, collaborative working groups and project work as required.
• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.
• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

Skills and Experience
• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and/ or student services experience.
• Demonstrated experience of operating in a customer service environment and of providing advice to stakeholders on complex and sensitive matters.
• Excellent oral and written communications skills and the ability to use tact and diplomacy, negotiate and communicate with influence, and clearly convey ideas and information to a diverse audience.
• Ability to learn and apply a range of policies from first principles, and to implement procedures to ensure monitoring and compliance.
• Experience in using influence and negotiation skills to improve the performance of individuals or teams in a complex environment.
• Proven ability to work in a high volume, process-driven service environment, with variable workflow patterns, competing deadlines and with minimum supervision.
• Ability to research and draft recommendations for service and process improvement.
• Demonstrated ability to use initiative and judgement to interpret and accurately advise on administrative policies and procedures to resolve issues for students and staff.
• Demonstrated ability to multi-task, apply a flexible approach to workload, and react positively to unforeseen or unplanned events.
• Proven ability to contribute to a positive team culture, work flexibly in a hot-desk environment and develop and foster networks with staff across the University.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

Special Requirements:
• Requirement to work during the Christmas/New Year period.
• Occasional weekend and after-hours work.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.