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POSITION DESCRIPTION

Coaching and Training Officer

Faculty/Division

Classification Level

Hours & Span (Category)

Position number

Shiftwork status

Allowances

On call arrangements

Original document creation

Education & Student Experience

Professional 6

G - Administrative, Clerical, Computing, Professional & Research Staff

ADMIN ONLY

NOT SHIFTWORKER

n/a

n/a

20 May 2024

Position Summary

The Coaching and Training Officer plays a critical role in enhancing the student experience by coaching, training and supporting student services staff in the Nucleus Student Hub. The role is also responsible for maintaining training and process documentation and maintaining the knowledge base system.

Staff in The Nucleus Student Hub are responsible for a variety of administrative functions within the student lifecycle, with a key focus to deliver high quality service across a wide range of student enquiries, putting the student experience as the primary focus of all activities.

The role also contributes to the drive for continuous improvement in student experience, quality and process.

The role of Coaching and Training Officer reports to the Coaching and Training Lead and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide one to one coaching to student services staff, emphasising customer service, active listening and problem solving.

- Assist with the development and delivery of training that enhances staff competencies in managing and resolving student enquiries and creating a positive environment.
- Evaluate the effectiveness of training and make necessary amendments to adapt to changes in the work environment as required by the Hub Management Team.
- Document and maintain student services processes in a format and language appropriate for staff and students to ensure a consistent approach for enquiry management and support.
- Assist with the evaluation of the effectiveness of training and make necessary amendments to adapt to changes in the work environment as required
- Collaborate with Hub Management team to identify areas for improvement in service delivery
- Create and maintain training documentation, manuals and resources for staff
- Assist with ensuring the consistent use of documentation across the Hub
- Monitor service interactions and provide constructive feedback to staff
- Assist with the analysis of data related to student feedback and service metrics and assist with the generation of reports to identify trends and inform decision making.
- Work with subject matter experts across the Registrar & Student Services portfolio to improve cross team processes
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- 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 psychosocial or physical health and safety of yourself or others.

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.
- Excellent organisational skills with a proven ability to manage multiple competing tasks, establish priorities and meet deadlines, working both autonomously and collaboratively with diverse stakeholders in a shared student service model.
- Excellent written and verbal communication skills with the ability to use tact and diplomacy, negotiate and communicate with influence, and clearly convey ideas and information to a diverse audience.
- High level initiative, and proven ability to apply knowledge and expertise to resolve complex and sensitive issues effectively while developing and documenting practical solutions.
- Demonstrated experience of operating in a customer service environment.
- Demonstrated experience in designing and implementing training and coaching
- 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.

- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

Special Requirements

- Requirement to work during the Christmas/New Year period.

Pre-employment checks required for this position

- Verification of qualifications

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.