
Position Title:	Student Experience Officer
Position Classification:	Level 5 (Dual classification: Level 5 or Level 6)
Position Number:	315383, 315384, 315385, 315386
Faculty/Office:	Student Experience
School/Division:	Service Delivery Centre
Centre/Section:	
Supervisor Title:	Manager, Student Experience
Supervisor Position Number:	315338, 315339, 315340, 315341

Your work area

Student Experience is a newly created area to focus on delivering student experience and engagement that provides the greatest value for students, and ensuring consistency of experience across the organisation.

Student Experience is responsible for improving student satisfaction, advocacy, and retention and employment rates, and building value for each student segment that are integrated across the enterprise and deliver on the brand promise.

Student Experience encompasses a number of core services delivered through Student Services, Student Wellbeing, and Student Experience service in the Faculty Service Delivery Centres.

Reporting Structure

Your role

As the appointee you will, under limited direction, deliver a consistent, transparent and high-quality student service. You will provide a high level of administrative support to the area and take a responsible and supervisory role in the establishment, maintenance, improvement and monitoring of systems, policies and procedures to ensure efficient operation and a high level of client support is provided to academics and students. You will work within a skilled team to make a valuable contribution to the student experience.

Key responsibilities

- Plan and coordinate a range of administrative functions relating to student management activities
- Participate in the establishment, maintenance and improvement of the office systems and policies and procedures to ensure its efficient operation
- Provide a consistently high level of customer service by providing accurate information, documentation and advice to students, University staff and prospective students in an efficient and empathetic manner.
- Liaise with other schools, central administration and staff regarding procedures, reporting and other matters

- Respond appropriately and professionally to complex and detailed enquiries using judgement and initiative
- Maintain accurate and relevant student records and produce a range of documents and reports as appropriate
- Understand and apply knowledge of University policies and procedures
- Other duties as directed

Your specific work capabilities (selection criteria)

Relevant tertiary qualifications or equivalent competency

Substantial relevant administrative experience at an appropriate level

Highly developed written and verbal communication skills

Highly developed organisational skills and demonstrated ability to meet deadlines

Ability to work independently, show initiative and work productively as part of a team

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email

Strong focus on delivering an exceptional student experience and customer service

Special Requirements (selection criteria)

NA

Compliance

Workplace Health and Safety

All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related University requirements (including Safety, Health and Wellbeing Objectives and Targets).

All staff must comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with University and Legislative health and safety requirements.

Details of the safety obligations can be accessed at <http://www.safety.uwa.edu.au>

Equity and Diversity

All staff members are required to comply with the University's Code of Ethics and Code of Conduct and Equity and Diversity principles. Details of the University policies on these can be accessed at

http://www.hr.uwa.edu.au/publications/code_of_ethics, <http://www.equity.uwa.edu.au>

Position Title:	Student Experience Officer
Position Classification:	Level 6 (Dual classification: Level 5 or Level 6)
Position Number:	315383, 315384, 315385, 315386
Faculty/Office:	Student Experience
School/Division:	Service Delivery Centre
Centre/Section:	
Supervisor Title:	Manager, Student Experience
Supervisor Position Number:	315338, 315339, 315340, 315341

Your work area

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Student Experience encompasses a number of core services delivered through Student Services, Student Wellbeing, and Student Experience service in the Faculty Service Delivery Centres.

Reporting Structure

Your role

As the appointee you will deliver a consistent, transparent and high-quality student service. You will provide a high level of administrative support to the area and take a responsible and supervisory role in the establishment, maintenance, improvement and monitoring of systems, policies and procedures to ensure efficient operation and a high level of client support is provided to academics and students. You will work within a skilled team to make a valuable contribution to the student experience.

Key responsibilities

- Plan, implement and coordinate a range of administrative functions relating to student management activities
- Establishment, maintenance and improvement of the office systems and policies and procedures to ensure its efficient operation
- Undertake planning involving resource use or develop proposals for resource allocation
- Provide a consistently excellent level of customer service by providing authoritative information, documentation and advice to students, University staff and prospective students in an efficient and empathetic manner.
- Liaise and negotiate with other schools, central administration and staff regarding procedures, reporting and other matters
- Respond appropriately and professionally to complex and detailed enquiries using judgement and initiative

- Maintain accurate and relevant student records and produce a range of significant documents and reports as appropriate
- In depth understanding, and the application of University policies and procedures to achieve optimal outcomes
- Other duties as directed

Your specific work capabilities (selection criteria)

Relevant tertiary qualifications or equivalent competency

Substantial relevant senior administrative experience at an appropriate level

Highly developed written and verbal communication skills

Highly developed organisational skills and demonstrated ability to set priorities and to meet deadlines

Ability to work independently, show initiative and work productively as part of a team

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email

Strong focus on delivering an exceptional student experience and customer service

Special Requirements

NA

Compliance

Workplace Health and Safety

All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related University requirements (including Safety, Health and Wellbeing Objectives and Targets).

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