

## POSITION DESCRIPTION

Position Title:	Student Services Coordinator
Business Unit:	Student Connect
Appointment Level:	UC Level 6
Reporting To:	Manager, Student Centre
Number of Direct Reports:	0
Delegation Band:	7
Position Number:	TBC

## THE UNIVERSITY OF CANBERRA

The University of Canberra is a young University anchored in the national capital and works with government, business, and industry to serve our communities and nation. The University of Canberra challenges the status quo; always pursuing better ways to teach, learn, research, and add value – locally and internationally.

Our purpose is to provide education which offers high quality transformative experiences; to engage in research which makes a difference to the world around us; and to contribute to the building of just, prosperous, healthy, and sustainable communities.

The University of Canberra has recently established its long-term ambitions through its new decadal strategy: *Connected*. Through its three objectives (Connected to Canberra, Connected for life and Connected UC), the University of Canberra aims to build sustainable communities through deep collaborations that are locally focused and globally relevant, partner for life with our students to shape our economic, social and cultural futures and deliver an outstanding, digitally connected experience that removes barriers to accessing higher education.

## OUR PURPOSE AND VALUES

Our [purpose and values](#) are the heart of this university. They describe our core identity: who we are and how we behave at the University of Canberra. They were developed by our people for our people.

## GALAMBANY

Together we work to empower, connect and share knowledge with our people, cultures and places



## **BUSINESS UNIT OVERVIEW**

Student Connect is responsible for providing a student enquiry service; administration of enrolments, fees, results, academic progression, and other services that support the student journey. The unit is also responsible for the management and organisation of key University events such as orientation, examinations and graduation ceremonies, and the management of data and processes associated with student information systems.

Student Connect is tasked with ensuring a seamless and integrated experience is provided to all current students, using technology and business processes that are focused on the needs and expectations of the students and other key participants. The unit will work closely with relevant internal and external stakeholders to deliver a best of breed service aimed at supporting and retaining students through a life-long education journey.

## **POSITION PURPOSE**

Operating under the broad direction of the Manager Student Centre, the Student Services Coordinator will develop and deliver the annual Student Connect communications campaign, with a view to receiving high levels of engagement and calls to action. They are responsible for the review and maintenance of content on the student portal (myUC) and other key resources for students and staff. They will adopt a continuous improvement approach to enhance communication with stakeholders.

The Student Services Coordinator will be a proficient user of Customer Relationship Management systems and will have high-level stakeholder engagement skills to build relationships with other University business areas and participate in university-wide projects. They will understand current student processes and administration functions such as enrolments, fees, timetabling, student progress and frontline enquiries, and how these activities interact with other academic and administrative areas within the University.

From time to time, the Student Services Coordinator may also provide support to other teams within Student Connect on high value projects and operational activities.

## **PRIMARY RESPONSIBILITIES**

The occupant of this position will be required to:

- Develop and manage a Student Connect communications campaign and send student communications including through email, SMS, and other forms of promotion.
- Assist with student engagement, including the acceptance to enrolment phase of the student journey.
- Assist with the maintenance and improvement of the online student portal (myUC).
- Develop and maintain relationships with other staff and areas of Student Connect, faculty administration, academic staff, and external stakeholders.
- Provide assistance and support for student-facing events, including examinations, graduations, and initiatives aimed at helping online and on-campus students transition into the University.
- Collaborate with other Student Connect teams during peak demand periods or to deliver significant project outcomes.
- Contribute to the development and review of Student Connect processes as required.

## KEY CAPABILITIES

Key Capabilities	Descriptors
1. Effective Communication	1.1 Adjusts message and delivery appropriate to audience. 1.2 Listens to others and effectively communicates ideas. 1.3 Produces accurate and effective information in a timely and efficient manner. 1.4 Influences and negotiates persuasively.
2. Collaboration	2.1 Creates opportunities for communities of work colleagues. 2.2 Looks beyond self and immediate team to add value to the whole University. 2.3 Develops relationships with external parties. Seeks and acts on opportunities to connect external parties and partners to the University.
3. Delivers results	3.1 Delivers on agreed outcomes and escalates issues as appropriate. 3.2 Identifies opportunities to improve processes and takes opportunities to problem solve to deliver outcomes. 3.3 Responds effectively to changing circumstances and priorities.
4. Service	4.1 Delivers seamless customer focused service underpinned by simplified and efficient processes. 4.2 Understands and anticipates the needs of our students and partners and can convert these into commercial outcomes.
5. Digital Literacy and Innovation	5.1 Demonstrates the ability to work fluently across a range of tools platforms and applications to achieve complex tasks. 5.2 Demonstrates the capacity to adopt and develop new practices with digital technology in different settings; to use digital technologies in developing new ideas, projects, and opportunities. 5.3 Incorporates digital literacy skills into own learning and the learning of others e.g., students, peers, supervisees. 5.4 Appreciates the legal, ethical and security guidelines in the management, access and use of data.

**While at work, you must take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons. This includes:**

- comply, so far as you are reasonably able, with any reasonable instruction that is given by the University to comply with the WHS Legislation
- cooperate with any reasonable policy or procedure of the University relating to health or safety at the workplace that has been notified to workers
- assume any additional duties as outlined in the WHS Procedure: Resources, Responsibility and Accountability

**Note:** This position requires a skill level that assumes knowledge or training equivalent to graduate qualifications, or extensive relevant experience, or an equivalent combination of relevant experience and/or education/training.