

<b>Position Title</b>	Student Services Assistant
<b>Classification</b>	Level 4
<b>School/Division</b>	Student Life
<b>Centre/Section</b>	Student Offices
<b>Supervisor Title</b>	Manager, Service Enhancement
<b>Supervisor Position Number</b>	321569
<b>Position Number</b>	321561, 321562, 321563, 321564

## Your work area

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The Division of Student Life sits within the UWA Education Portfolio, overseen by the Deputy Vice Chancellor of Education. Together with the Division of Student Accommodation and Community, Student Life plays an integral role in the shared strategic goal of providing a world-class student experience.

The Division has five core functions, Student Administration, Student Offices, International Student Experience and Global Learning, Student Equity and Success, and Student Wellbeing and Engagement. The scope of services centre on the student journey, from the provision of student programs and activities that support and promote access to UWA, to student enrolment, course planning, transition, and progression through the lifecycle of study to graduation. The Division is also responsible for the delivery of services that promote academic success and support wellbeing and engagement for an enhanced student experience. Student Life works closely with the Student Guild, affiliated residential colleges and the wider UWA Education portfolio.

A key function within Student Life is the Student Office team who provide an enriched and supported student advisory service to students and the College of Schools. The Student Office team supports students' connection to their school or discipline, facilitates core student administrative functions and delivers services to support academic progression for an enhanced student experience.

## Reporting structure

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Reports to: Manager, Service Enhancement

## Your role

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As the appointee you will, under general direction, provide a consistent, transparent and high-quality student information service. You will provide empathetic and expedient enquiry resolution support to the area and use your judgement to appropriately refer service requests. You will maintain professional knowledge across a wide range of student services, course information and student related University policies and government legislation. You will work within a skilled and supportive team to make a valuable contribution to the student experience.

## **Your key responsibilities**

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Provide a consistently high level of customer service by providing accurate information, documentation and advice to students, University staff and prospective students in a knowledgeable, efficient and empathetic manner

Liaise with other schools, central administration and staff regarding procedures, reporting and other matters

Respond to detailed enquiries using judgement and initiative and appropriately refer complex queries

Maintain accurate and relevant student records in a timely manner and produce a range of documents and reports as appropriate

Understand and apply knowledge of University policies and procedures

Contribute to continuous improvement through participating in reviews and planning activities

Other duties as directed

## **Your specific work capabilities (selection criteria)**

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Year 12 or demonstrated equivalent competency

Relevant administrative experience at an appropriate level

Demonstrated experience in providing a high-quality level of customer service

Well-developed written and verbal communication skills

Well-developed organisational skills with demonstrated skills in accuracy, attention to detail and the ability to meet deadlines

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

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

## **Special requirements (selection criteria)**

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There are no special requirements

## **Compliance**

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Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

The University's Code of Conduct [hr.uwa.edu.au/policies/policies/conduct/code/conduct](http://hr.uwa.edu.au/policies/policies/conduct/code/conduct)

Inclusion and Diversity [web.uwa.edu.au/inclusion-diversity](http://web.uwa.edu.au/inclusion-diversity)

Safety, health and wellbeing [safety.uwa.edu.au/](http://safety.uwa.edu.au/)