



# EDUCATION SUCCESS ADVISER

DEPARTMENT/UNIT	Education Admissions and Student Services
FACULTY/DIVISION	Faculty of Education
CLASSIFICATION	HEW Level 6
WORK LOCATION	Clayton campus

## ORGANISATIONAL CONTEXT

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Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit [www.monash.edu](http://www.monash.edu).

The **Faculty of Education** is nationally and internationally recognised for excellence in teaching and research. Operating across three campuses, we offer a diverse and innovative curriculum that responds to international and local community needs, producing graduates who lead professional practice, public debate, and policy and community action around the world.

In 2018, the Faculty of Education is undergoing a Student Engagement Transformation to situate the work of academic advising, to the heart of a student's educational journey. The work of student services will move from a largely transactional focus to a relational model in which personal wellbeing, personal, course and academic progress and employability become part of a learning conversation. This new model moves services from a transactional model of service, to one that is centred on a case-management approach.

For more information about the Faculty, please visit our website: [www.education.monash.edu.au](http://www.education.monash.edu.au).

## POSITION PURPOSE

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The Education Success Adviser is responsible for end-to-end case management of students across the student lifecycle. It is expected that Education Success Advisers will provide integrated student services to assist, develop and coach students to ensure they meet course requirements, connect to the wider student community, and engage at university in meaningful ways.

**Reporting Line:** The position reports to the Coordinator, Education Success Advisers under broad direction

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budget Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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1. Provide holistic, proactive and timely advice to an assigned case load of students, in order to assist them integrate their education, curriculum and activities into their overall University experience
2. Develop high-level and effective support to students, through advising on matters of education success with a focus on excellence across student support and development; student progress and retention; and program and professional development
3. Assist the Senior Coordinator, Education Success, by providing sound and timely advice in the delivery of Faculty orientation, transition, employability and retention initiatives
4. Provide course advice support on Juvo and MonPlan (student management systems), relational to a case-load of students on course requirements, course progression and content for all programs offered by the Faculty, and prepare the documentation and administrative tasks associated with this
5. Deliver the provision of comprehensive, positive and proactive written and oral communication to students, maintaining excellence in customer service standards and ensuring all alerts are responded to within agreed timeframes, through the usage of Juvo (student management system)
6. Undertake research and analysis of core competencies relevant to the academic advising profession including the National Academic Advising Association (NACADA), to aid in the development of the Student Engagement Transformation, and in continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence

## KEY SELECTION CRITERIA

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### Education/Qualifications

1. The appointee will have:
  - A degree in a relevant field with subsequent relevant experience; or
  - extensive experience and specialist expertise or broad knowledge in a relevant field; or
  - an equivalent combination of relevant experience and/or education/training

### Knowledge and Skills

2. Sound knowledge of University and Faculty policies, regulations and procedures pertaining to coursework students and the ability to interpret and implement them
3. Highly developed planning and organisational skills, with experience establishing priorities and meeting deadlines
4. Experience delivering individual and group counselling for students, using highly developed interpersonal and communication skills, including the ability to convey difficult messages in meaningful and positive ways
5. Excellent problem solving skills with well-developed analytical and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver proactive, positive, innovative solutions
6. Ability to undertake research and formulate new approaches to work in innovative ways
7. Advanced computer literacy, particularly with Student Management Systems and related application capabilities

## **OTHER JOB RELATED INFORMATION**

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- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- Annual membership to NACADA is required
- A current satisfactory Working With Children Check (employee) is required

## **LEGAL COMPLIANCE**

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Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.