

## STUDENT ADVISING ASSISTANT

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| <b>Tenure and salary band:</b>  | This is a casual HEP4 appointment (for approximately one to five days a week depending on the seasonal requirements of the department)   |
| <b>Organisational Unit:</b>   | Student Services and Administration  |
| <b>Reports to:</b>  | VUHQ Team Leader   |
| <b>Overall purpose of the position:</b>   | The overall purpose of the Student Advising Assistant (SAA) is to provide first contact, on-campus information and referral to current and future students. Working as part of a team across all six VUHQ's, Student Advising Assistants respond to and facilitate the resolution of student queries, providing timely and accurate advice. SAAs assist students to access relevant resources and self-manage their own administration so that they can successfully navigate university processes whilst completing their studies at Victoria University. |
| <b>Location/campus:</b>   | The position is currently located across all 6 campuses of the University, including City Tower, Footscray Park, Footscray Nicholson, St Albans, Sunshine and Werribee. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.  |
| <b>Major duties include:</b>  |  |
| <ul style="list-style-type: none"> <li>◆ Provide accurate, timely and documented advice to students on a range of general matters including course information, administration, admissions, enrolment, fees, scholarships and advanced standing and on using student systems including online enrolment and the MYVU Student Portal;</li> </ul> |  |
| <ul style="list-style-type: none"> <li>◆ Provide information about, and referral to, other student support services, student advisors, programs and resources;</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>◆ Resolve first level student enquiries efficiently and effectively and escalate where appropriate to Student Advisors;</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>◆ Exercise independent judgement in dealing with matters that fall outside established guidelines and escalate sensitive or complex matters to a senior colleague for advice and resolution;</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>◆ Provide student service to the performance and quality standards of Student Services Customer Service Framework and the Student Advising Model;</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>◆ Inform students correctly and accurately according to University policies and procedures;</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>◆ Respond to Level 1 queries from staff in other departments;</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>◆ Take responsibility for following up student and staff queries to ensure they are resolved in a timely manner;</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>◆ Ensure prospective students understand the range of study options at Victoria University, how to access further information, liaise with Student Advisors and how to submit a course application;</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>◆ Maintain accurate records of student advice and actions taken by staff on behalf of students;</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>◆ Ensure work is carried out in a manner which safeguards the OHS of staff, students, visitors and contractors.</li> </ul>   |  |

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| <b>Prepared by Manager:</b><br><br>Sharon Smith           | <b>Endorsed by Staff Member:</b>                  |
| <b>Signature of Manager:</b><br><br><i>X Sharon Smith</i> | <b>Signature of Staff Member:</b><br><br><i>X</i> |
| <b>Date signed: 30/08/2024</b>                            | <b>Date signed: 30/08/2024</b>                    |