

# Student Advisor

## HEP Level 5

<b>POSITION NUMBER</b>	904171
<b>ORGANISATIONAL UNIT</b>	Student Services and Administration
<b>POSITION REPORTS TO</b>	VUHQ Team Leader
<b>OVERALL PURPOSE</b>	The overall purpose of the Student Advisor is to provide first-contact support and referral to current and future students to assist them to explore study, career and personal goals. Working as part of a team in Student Services, Student Advisors provide students with support in an advisory capacity using a consultative and developmental approach. Student Advisors provide advice and information to help students successfully navigate university life and processes, case managing where required. Additionally, Student Advisors assist students in managing their own administration and access relevant resources so that they can successfully complete their studies at Victoria University.
<b>ORGANISATIONAL CONTEXT AND RELATIONSHIPS</b>	<p><b>Within the University the position:</b></p> <ul style="list-style-type: none"> <li>◆ works closely with the domestic, international, TAFE and higher education students, Course and Unit Advisors (CUAs) and works with all Student Advisors, staff in Student Services and other Administrative departments, College professional and academic staff.</li> </ul> <p><b>Outside the University the position liaises with:</b></p> <ul style="list-style-type: none"> <li>◆ the position may liaise with prospective students and their families, and members of the general public.</li> </ul>
<b>LOCATION/CAMPUS</b>	The position may be required to work at any of the service centres across 6 campuses of the University and any other existing or future University work location where it conducts its operations.

### KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

**Deliver** – Excellence Results-driven, accountability, problem solving focus.

**Engage** – Customer service mind-set internally, externally and particularly for students.

**Collaborate and Partner** – Build successful relationships, communicate effectively, influence and negotiate.

**Innovate** – Entrepreneurship, growth, continuous improvement, digital transformation.

**Lead** – Inspire direction, lead change, manage and develop people.

## OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

## ORGANISATIONAL UNIT

The Student Services and Administration portfolio has responsibility for domestic and international students, studying vocational or higher education at VU. It supports end-to-end student lifecycle operations and student business system configuration and oversight across VU. This collaborative and integrated service works together with the University's Colleges and other stakeholders to support students across the student life-cycle. The portfolio includes:

- ◆ **Admissions**
- ◆ **Enrolments**
- ◆ **Fees**
- ◆ **Timetabling**
- ◆ **Systems configuration**
- ◆ **Government reporting**
- ◆ **Student Advising, Contact & Communications**
- ◆ **Student Life & Leadership**
- ◆ **Student Wellbeing & Support**
- ◆ **Learning Hubs**
- ◆ **Service Performance Monitoring & Planning**

## MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide accurate, timely and documented advice to students on a range of matters including course advice, administration, admissions, enrolment, fees, scholarships and advanced standing and on using student systems including online enrolment and the MYVU Student Portal.
- ◆ Using a consultative and developmental approach in an advisory capacity, assist students to explore their options for managing their study and personal life, and for seeking further advice and assistance, with the objective of developing students' independence to self-manage.
- ◆ Provide information about, and referral to, other student support services, programs and resources.
- ◆ Case manage and resolve all enquiries and complaints in an efficient and effective manner and escalate where appropriate.
- ◆ Provide student service to the performance and quality standards of Student Central's Customer Service Framework and the Student Advising Model.
- ◆ Advise students correctly and accurately according to University policies and procedures;
- ◆ Respond to queries from staff in other departments.
- ◆ Source new sales opportunities through both inbound lead follow-up and outbound cold calls and emails based on campaign work set by senior staff.
- ◆ Take responsibility for following up student and staff queries to ensure they are resolved in a timely manner.
- ◆ Provide feedback on trends in student experience and behaviour, and being able to contribute to the continuous development and improvement of policies and procedure within the immediate Service Centre and across the portfolio more generally.
- ◆ Operate as a subject matter expert for the team in an identified area/s of the organisation to support stakeholders and the University's shared services model;
- ◆ Ensure prospective students understand the range of study options at Victoria University, how to access further information, and how to submit a course application.
- ◆ Maintain accurate records of student advice and actions taken by staff on behalf of students;
- ◆ Ensure that their work is carried out in a manner which safeguards the OHS of staff, students, visitors and contractors.

## TYPICAL/MAJOR CHALLENGES

- ◆ Take responsibility for resolving student queries at first contact where possible, and understanding when to refer to more specialised staff or services.
- ◆ Exercise good judgement, sensitivity and discretion when dealing with personal or private matters.
- ◆ Achieve individual and team objectives while operating within complex and changing organisational structures.
- ◆ Understand policies and procedures in order to confidently and correctly advise students.

## LEVEL OF SUPERVISION

- ◆ Operates under routine supervision/general direction from the Team Leader and may be required to manage other administrative, technical and/or professional staff.

## PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Aptitude for using relevant student and university systems.
- ◆ Maintain current, detailed knowledge and understanding of university policies and procedures, how these interact and apply to students.
- ◆ Understanding of the student lifecycle and experience for diverse cohorts.
- ◆ High level skills in the use of databases, spreadsheets and word processing software.

## KEY SELECTION CRITERIA

### Essential

1. Knowledge and/or education/training equivalent to: a degree without subsequent relevant experience; or completion of an associate diploma and at least 2 years subsequent relevant work experience; or completion of a post-trades certificate or advanced certificate and extensive relevant experience as a technician; or an equivalent combination of relevant experience in a student service role in the education sector and/or education/training.
2. A demonstrated student-centred approach to delivering excellent service within a case management or advisory capacity, with high-level experience in resolving enquiries and complaints at the first point of contact.
3. Demonstrated interpersonal and communication skills, both verbal and written.
4. Proven time management and organisational skills, with the ability to manage competing priorities and meet tight deadlines.
5. Demonstrated capacity to exercise judgement and discretion with complex or sensitive

issues and information.

6. Demonstrated ability to work cooperatively and effectively as part of a team, together with the capability to work alone/independently and meet the position objectives.
7. Demonstrated ability to interpret, apply and explain complex policies and procedures and contribute also to the continuous improvement of organisational procedures and systems.
8. High level skills in the use of databases (in particular the Oracle RightNow CRM), spreadsheets and word processing software.
9. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

### **Desirable**

1. Experience in complex customer service environment with multiple systems.

