

Student Advising Assistant

HEP Level 4

POSITION NUMBER	912921
ORGANISATIONAL UNIT	PVC (Students)
POSITION REPORTS TO	Team Leader, Student Advising
OVERALL PURPOSE	The overall purpose of the Student Advising Assistant (SAA) is to provide first-contact information and referral for our current and future students in a face-to-face environment. Working as part of a team across all VUHQ's (on campus Student Service Centres), SAAs respond to and facilitate the resolution of student queries in a timely manner, while assisting students in managing their own administration and access relevant resources so that they can successfully complete their studies at Victoria University.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ works closely with the domestic, international, TAFE and higher education students, Course and Unit Advisors (CUAs) and other Student Advisors, staff in Student Services and other Administrative departments, College professional and academic staff. <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ the position may liaise with prospective students and their families, and members of the general public.
LOCATION/CAMPUS	These positions are required to be on campus and have no Working From Home arrangements available. They are currently located across all 8 campuses including: Footscray Park, Footscray Nicholson, City King, City Queen, City Flinders, St Albans, Sunshine and Werribee. SAAs are expected to be able to have means to travel to all campuses.

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

PVC (Students)

This portfolio includes Student Services, Student Administration, Libraries, Employability and Success

The Student Services portfolio is led by the Director, Student Services. It leads and partners with other University departments to deliver student-centric, customer-focused, innovative and quality services for all students, academic staff and stakeholders. It delivers services and support to students across the breadth of the student lifecycle, administering the key processes of admissions, enrolments, assessments and graduations as well as managing key student systems and delivering student engagement and advice programs. The four main areas that deliver Student Services are:

- ◆ **Student Advisory & Customer Service**
- ◆ **Student Contact & Communications**
- ◆ **Student Life and Wellbeing**
- ◆ **Learning Hubs**

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide accurate, timely and documented advice to students on a range of general matters including course information, administration, admissions, enrolment, fees, scholarships and on using student systems including online enrolment and the MYVU Student Portal;
- ◆ Provide information about, and referral to, other student support services, student advisors, programs and resources;
- ◆ Resolve first level student enquiries efficiently and effectively and escalate where appropriate to Student Advisors;
- ◆ 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;
- ◆ Provide student service to the performance and quality standards of Student Services Customer Service Framework and the Student Advising Model;
- ◆ Inform students correctly and accurately according to University policies and procedures;
- ◆ Respond to Level 1 queries from staff in other departments;

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 Team Leader Student Advising

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 with relevant experience; or extensive relevant experience in a student service role in the education sector; or a combination of relevant experience and/or education and training; or experience in the provision of membership services
2. A demonstrated student-centred customer service approach to delivering excellent service and to resolving enquiries and complaints at the first point of contact or refer appropriately.
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. High level skills in the use of databases (in particular the Oracle RightNow CRM), spreadsheets and word processing software
8. 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.

Organisational Chart

Student Services and Administration Service Centres and Advisory

