

# POSITION DESCRIPTION



<b>Position</b>	Student Success Assistant
<b>Level/Classification</b>	HEW0404
<b>Reports to</b>	Student Success Team Leader
<b>Unit</b>	Student Success
<b>Directorate</b>	Student Experience
<b>Positions Supervised</b>	0

## Position Purpose

As a part of the Student Success Team, this casual, entry-level role assists with providing frontline support to current students including the provision of information about their course, assisting students with navigating various university administrative processes, explaining how to get the most out of their university experience, and referring students on to other support services as required. With the guidance of a Student Success Advisor, they provide pastoral care to students experiencing difficulties, as well as conduct outreach activities to both individual students and cohorts identified as requiring additional support so those students can be successful with their studies.

## About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Bididi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

- Sustainability: Be a leading university in education, teaching and translational research in sustainability.

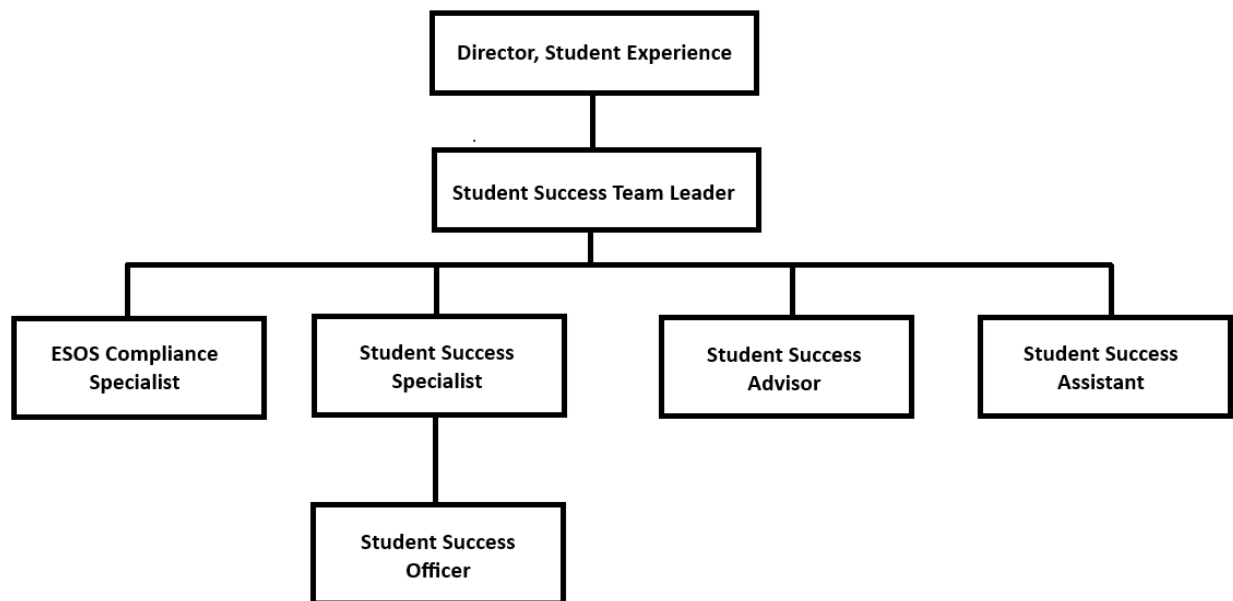
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

### About the Work Area

The Student Success Assistant role is part of the broader Student Success Team that contributes towards improved student transition, progression, and success across the student lifecycle for both domestic and international students. It also contributes to wider university initiatives aimed at increasing the likelihood of graduation for both undergraduate and postgraduate by coursework students studying onshore in Australia, as well as those studying one of our many courses online.

### Reporting Relationships



### Key Responsibilities/Duties

1. Provide information, advice and guidance to current students in-person, by phone and online on a range of matters including (but not limited to):
  - a. Course advice, unit selection, study planning and the enrolment process
  - b. Available support services on-campus
  - c. How to navigate various university administrative processes and departments

- d. How international students can remain compliant with their student visa obligations
  - e. How to engage with and participate in university life
  - f. Strategies on how to manage their studies so they can be a successful student
2. With guidance from a Student Success Advisor, provide pastoral care to students experiencing difficulties with their studies
  3. Triage incoming student queries and escalate complex cases as required, including the provision of referrals to other support services both on and off-campus
  4. With assistance from a Student Success Advisor, conduct outreach activities and provide support to students identified as at-risk by academic staff members, as well as students negatively impacted by Murdoch University progression rules
  5. Conduct large-scale outreach campaigns and activities at key times in the calendar year focusing on re-enrolment for future teaching periods
  6. Assist with the collection and maintenance of materials critical to the provision of student advice including but not limited to the reception, categorisation, maintenance and upload of course plans to Murdoch University's online handbook
  7. Log student interactions and outcomes in appropriate University systems and close the loop on specific student communications as appropriate while ensuring that all policies and procedures, including student confidentiality, are followed and relevant regulatory and legislative reporting requirements are met
  8. Support proactive activities to enhance student success as well as support centrally coordinated activities to enhance the student experience.
  9. Carry out and assist with other duties as required

## Selection Criteria

### Essential

1. At least 6 months previous experience in a customer service focused position
2. Demonstrated effective communication and interpersonal skills.
3. Successfully completed first year in an undergraduate degree at Murdoch University or completion of a undergraduate degree from another institution.
4. Well-developed computing skills and experience using word processing, spreadsheets and database software.
5. Demonstrated experience in managing and providing excellent customer service by recognising an meeting clients' needs.
6. Demonstrated effective organisational skills and the ability to prioritise workload.
7. Demonstrated ability to meet deadlines with an attention to detail.
8. Ability to work independently as well as part of a team.

### Desirable

1. Demonstrated experience supporting students in an educational setting or institution
2. Demonstrated experience in providing case management services to individuals
3. Knowledge of the principles underlying "The First Year Experience".
4. Knowledge of student visa requirements and obligations for international students under the ESOS Act and National Code

5. Previous experience studying or working at Murdoch University

### **Work Requirements**

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.
2. Ability to work at other Murdoch University campuses in WA on a short-term basis if required (e.g. to cover someone on leave)
3. Current Working with Children Check WA or the ability to successfully obtain one
4. Ability to work outside of normal office hours when required.

### **General Obligations**

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

### **Guiding Principles and Values/Code of Ethics and Code of Conduct**

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

*We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.*