



## POSITION DESCRIPTION

<b>Position</b>	Student Success Specialist
<b>Level/ Classification:</b>	HEW0707
<b>Reports to</b>	Team Leader Student Success
<b>Unit</b>	Student Success
<b>Directorate</b>	Student and Library Services
<b>Positions Supervised</b>	1

### Position Purpose

Located with Student Journey Services, the Student Success Specialist role is the focal point for all complex student cases, focusing on international student support and compliance. It is part of the broader Student Success Team that contributes towards improved student transition, progression success across the student lifecycle.

Specialists are expected to develop and implement solutions to current and emerging issues affecting students at Murdoch University, and they serve as subject matter experts providing advice to academic and professional staff regarding issues involving international student compliance.

### 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.

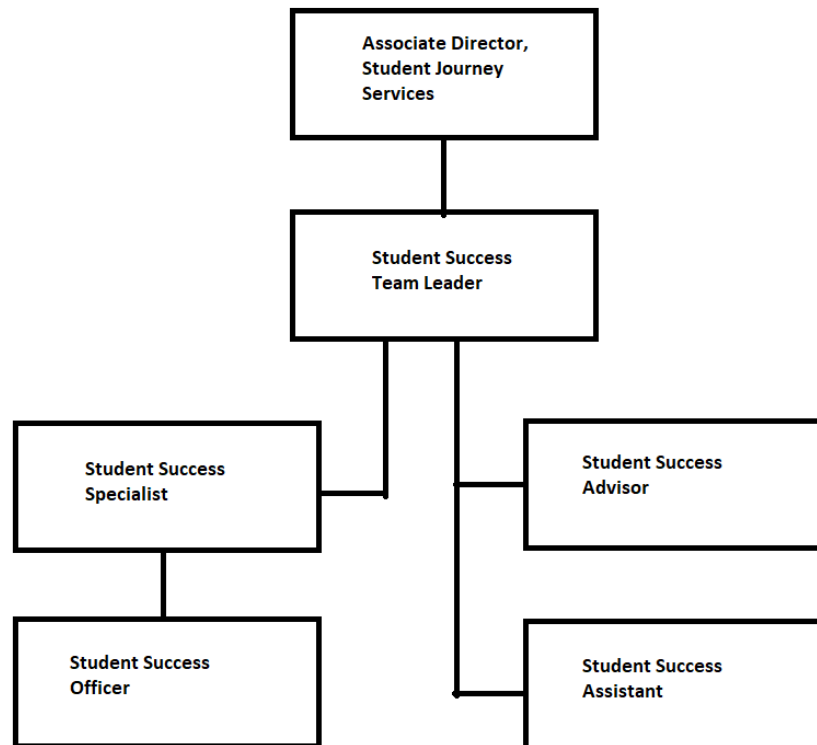
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

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 Specialist role focuses on providing complex support relating to international student support and compliance. It 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. Develop, implement and manage processes and procedures to manage current and emerging issues related to international student support and compliance to ensure that Murdoch University remains in line with best practice and compliant with legal requirements under the ESOS Act, National Code as well as other relevant legislation
2. Manage complex, high-needs student cases, including student and family wellbeing and student academic considerations by advising students how they may best move forward, in light of legislation, relevant regulations and University policies and procedures, which may involve working with various support teams at the university. Provide ongoing case management support as required.
3. Provide line management to Student Success Officers to ensure the overall functioning of the Student Success Specialist Team, including the provision of training, guidance on more complex issues, as well delegation of tasks and workload
4. Develop, Manage and Implement a communication plan to ensure that international students are informed in a timely manner about support and compliance-related issues at both the individual and cohort-level
5. Develop, implement and manage systems to obtain and track key information related to international students
6. Through analysis of trends and data, proactively identify, design and implement initiatives to improve outcomes for students with the aim of improving progression and overall success
7. Evaluate applications for certain Australian government-sponsored initiatives designed to support international students studying in Australia, as well assume responsibility for requests from the Australian government regarding verification of international students compliance with certain conditions associated with their student visa
8. Provide expert advice and guidance to both academic and professional staff regarding issues related to international student support and compliance
9. Provide direct support to students through coordination of information sessions, as well as the creation and management of materials to assist with supporting international students as well as ensuring their compliance with their student visa conditions
10. Investigate students who are referred due to potentially breaching their student visa conditions. When breaches occur, advise students on their options as well as liaise with other teams to enforce consequences including cancellation of their enrolment
11. Any other duties as required

## Selection Criteria

### Essential

1. Completion of a degree with at least 4 years subsequent relevant experience with working with students in an education setting or institution or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated effective communication and interpersonal skills in providing advice and pastoral care to students with culturally diverse backgrounds.
3. Well-developed computing skills and experience using word processing, spreadsheets and database software.
4. Demonstrated experience in providing complex case management services to individuals
5. Demonstrated effective organisational skills and the ability to prioritise workload.
6. Demonstrated ability to meet deadlines with an attention to detail.
7. Ability to work independently as well as part of a team.

### Desirable

1. Knowledge of the challenges faced by International students studying in Australia
2. Experience in providing information, advice and pastoral care to students.
3. A strong understanding of compliance pertaining to International students.

## 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.*