

JOB DESCRIPTION

POSITION DETAILS:	
POSITION TITLE	Student Support Officer
REFERENCE NUMBER	QFHR007
SALARY	\$2,420 per fortnight plus 9.5% Superannuation and 17.5% leave loading on 4 weeks annual leave or a pro-rata amount.
LOCATION	UQ College, St Lucia
TYPE OF EMPLOYMENT	6 month full-time contract with opportunity for extension

PRIMARY PURPOSE:
To support students to navigate the university to find and access the appropriate range of support services needed to enhance their academic achievement beginning at UQ College.

WORKING RELATIONSHIPS:			
DIRECT MANAGER	Manager, Business Development		
DIRECT REPORTS	Nil		
KEY INTERNAL RELATIONSHIPS		KEY EXTERNAL RELATIONSHIPS	
Position	Frequency	Position	Frequency
<ul style="list-style-type: none"> • CEO • Manager – Business Development • General Manager – Education and Training • Lecturers/Teachers • Administration staff • Students 	Daily Daily Daily Daily Daily Daily	Service Providers at UQ External Support Service Providers External family members of particular students	Regularly Regularly Regularly

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SCOPE & AUTHORITY:		
People	Financial	Technical
<ul style="list-style-type: none"> This position works across the College and the University to enable appropriate support mechanisms relevant to student need. 	<ul style="list-style-type: none"> Initially the position will be funded from the College project budget. 	<ul style="list-style-type: none"> The position will establish the initial systems to support the role. These will evolve as the position becomes embedded in operations.

KEY RESULT AREAS:	
Improved retention against target groups	<ul style="list-style-type: none"> Achieve improved retention rates for each intake against previous years.
Higher student satisfaction as measured with SeCaT surveys	Achieve a 2% increase in course SeCaT scores together improved qualitative comments regarding the program experience
Greater use of the Student Learning Centre	<ul style="list-style-type: none"> Increased user numbers using the Student Learning Centre An increased number of student activities being conducted from the Student Learning Centre.
Improved relationships with various services of the University	<ul style="list-style-type: none"> A larger number of UQ Student Services working with the College. An increased incidence of visits to the College reception by staff from other UQ services.

KEY ACTIVITIES:	
Connect students to the relevant services at the University	<ul style="list-style-type: none"> Identify key contacts in and link with relevant services at UQ. Establish referral, follow up and review processes with these services.
Identify and follow up at risk students to assist with retention	<ul style="list-style-type: none"> Use entry tests, attendance and results data to identify at risk students. Develop techniques for engaging those at risk students to support their retention.

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Enhance student ownership of UQ College and their fellow students	<ul style="list-style-type: none"> • Build student relationships with UQ College. • Encourage positive relationships between students to develop a greater sense of team.
Assist with student recruitment, selection and with student organised events	<ul style="list-style-type: none"> • Participate in student recruitment and selection processes. • Actively assist with the running of student events.
Ensure that the use of the Student Learning Centre is maximised	<ul style="list-style-type: none"> • Regularly engage with students in the Student Learning Centre and across the campus. • Advise on suggestions to improve the student experience of the Student Learning Centre.
Assist with student data capture for student satisfaction and destination surveys	<ul style="list-style-type: none"> • Participate in the distribution and collection of existing student surveys. • Identify possible data capture opportunities to enhance services. • Build information services to continually gather qualitative advice on services.
Assist students access relevant learning support that may be appropriate for them	<ul style="list-style-type: none"> • Create an inventory of options for learning support for the College students. • Engage in one on one interviews with individual students to assist them with accessing this learning support.
Assist with any other task to enhance the student experience at UQ College	<ul style="list-style-type: none"> • Engage with all elements of the College community to identify and implement new initiatives to enhance the student experience.

OPERATING ENVIRONMENT, FRAMEWORK, BOUNDARIES:

- The activities of this role are conducted predominantly within the College and University Environment.
- The key challenge is the successful integration of systems to support an outstanding student service.

PROBLEM SOLVING/COMPLEXITY OF POSITION:

- The role will engage with students in a facilitative way to support their ownership of and sense of achievement through attending UQ College.

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DECISION MAKING AUTHORITY AND RESPONSIBILITIES:

- The position will work closely with the College to identify and approach at risk students to discuss their support needs.
- The position will work across the College, university and providers of services to access the most appropriate service to support a student need.
- The position will operate quite independently on a daily basis whilst realizing its accountability to contribute to student success.

SELECTION CRITERIA:

Work Experience	<ul style="list-style-type: none"> • Experience in student support activities in an adult learning environment project management/program co-ordination functions. • Demonstrated knowledge and understanding of services available to support student success.
Customer/Student/Staff Service Focus	<ul style="list-style-type: none"> • Ability to develop rapport with students; Manages difficult or sensitive stakeholder interactions; Responds promptly to client needs; Solicits client feedback to improve service; Responds to requests for service and assistance; Meets commitments
Facilitating others and managing self.	<ul style="list-style-type: none"> • Ability to work across groups whilst keeping all informed; self-motivated and can work independently; treats others with respect; listens in order to negotiate successful outcomes; manages time effectively; has a service approach.
Oral & Written Communication Skills	<ul style="list-style-type: none"> • Structures and conveys ideas and information in a way that effectively brings about understanding • Tailors communication effectively for audience; Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings • Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively
Understanding of business systems to support the role.	<ul style="list-style-type: none"> • Has core skills in technology in order to relate to students • Develops systems around the role which enables the long term sharing of information relevant to it.

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Professionalism & Ethics	<ul style="list-style-type: none"> • Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments • Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and principles; Upholds organisational values • Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan • Follows policies and procedures; Supports organisation's goals and values • Maintains close relationships but a student/staff member separation in the delivery of the support role
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AUTHORISATION:	
Direct Manager: Robyn Tyler	
Signature:	Date: 31 May 2018
Employee:	
Signature:	Date:

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