

Position Title: Student Services Advisor	Business Unit: Student Operations
Reports To: Head of Student Services (HoSS)	Direct Reports: No
Employment Type: Full Time	Classification: Level 5 – Education Services (Post Secondary Education) Award 2020
Budget: N/A	Location: All Campuses

Purpose of the Role

The Student Services Advisor is responsible for delivering a holistic and professional experience to support our students. Student Services Advisors are the primary point of contact for students. They are reliable, approachable and provide accurate advice to our students.

Student Services Advisors will contribute to improving retention at Collarts through a range of student focused initiatives. Student Services Advisors also work closely with Program Leaders to identify, monitor and support students at risk. Their collaboration with other Collarts internal stakeholders ensures a seamless experience for students along their learning journey.

They are accountable for driving key outcomes including:

- student onboarding,
- improving Student Services at Collarts;
- Improved student retention, including student retention to census, continuing student return rates and students on leave;
- student engagement with their course and with the College, helping students to persevere and stay, providing opportunities for students to develop their professional skill sets; and
- student progression, ensuring students at-risk improve and stay on track to complete.

The Student Services Advisor roles are based at the Collarts campuses throughout Collingwood and Fitzroy.

Strategic Goals the role contributes to the success of:

We will launch Collarts Online, a new offering of selected programs to an online audience. We will provide high-quality, interactive, asynchronous content, designed to be delivered flexibly around work and life commitments. We will create an engaging online creative community.

We will better prepare students for study with foundation courses that build capacity, capability and confidence. Our student support will be world-class, adapting to the needs of our diverse cohorts. We will partner with students to codesign an outstanding student experience.

We will lay the groundwork for a consolidated campus footprint from 2028, bringing staff and students together for a one-Collarts campus experience. We will continue to invest in both online and on-campus infrastructure, mindful of our commitment to be experience-rich and materials light.

We will be relentless in our pursuit of seamless, efficient ways of working, leaving creativity for the classroom. Our operations roadmap and financial plan will focus on taking the effort out of administration and delivering improved, sustainable margins.

We will be externally endorsed as a high-quality provider with self-accrediting authority and then University College status. We will be recognised as Australia’s leading provider of creative tertiary education, with outcomes and partnerships that stand as testament to our quality.

Key Outcomes

Working across various departments, Student Services Advisors will drive key outcomes for Collarts including:

- Student request resolution in a timely manner;
- Balancing competing deadlines;
- Proficiency in Collarts’ systems, processes and offerings to help students navigate Collarts;
- Help students integrate in the Collarts’ culture, and drive student retention;
- Utilise expertise to lead support initiatives across campuses, and in collaboration with key stakeholders;
- Monitoring students at-risk to ensure student academic progression;
- Fostering student leadership through facilitation of committees, clubs and the Student Representative Council and other student-centred initiatives;
- Provide a professional customer experience;
- Maintain confidentiality of student and staff information;
- Work independently and under general supervision, maintaining high levels of motivation and demonstrating initiative during quiet periods;
- Working effectively with geographically dispersed students and staff; and
- Working collaboratively across the organisation, to ensure a seamless experience for the students.

Key Accountabilities

Customer Service and Student Centricity

Deliver high levels of customer service through multiple communication channels to all students accessing Collarts

- Establish positive rapport with students
- Assess student needs
- Provide solutions to meet student needs
- Liaise with internal stakeholders to facilitate the processing of students’ requests
- Provide students with referral pathways and contact information for professional student counselling services
- Regularly review and improve Student Support processes and contact information (including communication of updates for website and marketing material to marketing team)
- Have a high-level understanding of Collarts processes and systems, and provide clear directions to students
- Help and advise students in relation to timetables, forms, and access to wider support services

- Assist frontline to make sure campus operates in accordance with opening hours
- Contribute to the development of students' activities (planning, marketing and running events) with a view to increase students' integration, success and retention
- Support an inclusive community environment that celebrates the diversity of the Collarts student cohort
- Advocate for students and their wellbeing requirements
- Participate in ongoing training identified to support the role

Student Retention

- Be proactive in identifying support opportunities to meet students' needs, using expertise to discuss approaches for supporting and addressing students at risk and supporting them to complete their qualifications
- Ensure seamless processes are in place, ensuring transition to higher education and student lifecycle is successful
- Organise and facilitate the Intervention Strategy process with a view to increasing retention and academic success

People and Culture

- Collaborate with team members from across the organisation, looking at opportunities to improve processes related to supporting students
- Have a future focused mindset, embracing changes in strategy and/or structure, having an agency and a voice in the change
- Identify opportunity in the business, be adaptable and contribute to continual improvement
- Celebrate our achievements and success
- Act in a professional and respectful manner in all our interactions

Regulations and Requirements

- Adhere to compliance with all relevant legislation and regulations, including but not limited to:
 - education legislation such as HESA, ESOS and the requirements of CRICOS / National Code
 - quality standards issued by TEQSA
 - consumer protection and human rights legislation including anti-discrimination protections; and
 - workplace health and safety legislation and associated safety instructions.
- Report Health and Safety issues
- Report all incidents following the Critical Incident Policy and Procedure
- Provide support to the Head of Student Services as required
- Ensure staff and student information is confidentially secure

Selection competencies

Essential competencies

- Relevant Degree level qualification (or equivalent) and a minimum of 1 year of experience in a customer centric role, student services or similar position or extensive experience in a customer centric, student services role.
- High level of computer literacy; sound working knowledge of Microsoft Office and Mac operating systems

- Possess a friendly, approachable and professional communication style
- Demonstrated ability to work independently and work as part of a team
- High level of time management, planning and attention to detail skills
- Demonstrated initiative and innovation when reviewing work practices within the student services function
- Demonstrated ability to design and develop operating procedures within the student services function
- Ability to successfully obtain a Working with Children Check

Desirable competencies

- Working experience in the higher education sector
- Experience operating Salesforce applications and Student and Learning Management Systems
- Completion of accidental counsellor training, Mental Health First Aid Training and/or other relevant training such as managing critical incidents or training relevant to supporting students in a higher education environment

Our Collarts Values

All employees are required to conduct themselves in accordance with the Code of Conduct and associated Human Resources policies and uphold Collarts core values of:

CURIOSITY Play, have fun, try new things, experiment, adapt and learn. Accept ambiguity and uncertainty. Embrace nuance and complexity. Ask questions and be open minded.

KINDNESS Get to know people, be gentle and respectful. Ask for help and help others. Be generous, humble and compassionate. Make kindness the currency of authentic relationships.

CONNECTION Share information freely, listen deeply and be honest. Invite people in. Build trust. Find collaborators who yearn for the same things. Have faith in the power of the team.

COURAGE Take risks. Be ambitious and determined. Find your voice: speak up and be vulnerable. Persevere. Practise progress over perfection. Make failure a step towards success.

MASTERY Immerse in the creative process. Find your thing: show grit in the face of struggle. Hone your craft and artistry. Challenge yourself in the relentless pursuit of excellence.