

Position Title: Online Student Success Advisor	Business Unit: Academic (Collarts Online)
Reports To: Academic Lead Online	Direct Reports: No
Employment Type: Part Time (0.6 FTE)	Classification: General Staff Level 6 – Education Services (Post Secondary Education) Award 2020
Budget: N/A	Location: Online Campus

Purpose of the Role

In 2025, Collarts is embarking on an exciting new chapter—the launch of Collarts Online. This initiative brings selected programmes to a wider audience through high-quality, interactive, and flexible online learning. To realise this strategic goal, we’re expanding our Student Support capability to set our online students up for success.

The Online Student Success Advisor plays a key role in empowering online students to thrive academically, personally, and professionally. Rather than reacting to challenges, the Advisor takes a proactive, coaching-oriented approach partnering with students from the point of enrolment to graduation to foster belonging, build capability and drive progress.

They will work closely with students to understand their goals, motivations, and strengths and help them to progress through their learning journey. They are a consistent, trusted presence who checks in and connects students to the right resources at the right time. In addition to their work with students, Online Student Success Advisors contribute to the Collarts Online community and help shape a positive and inclusive online campus culture. They collaborate with academic, operations and support teams to ensure students receive a cohesive experience and that barriers to retention and progression are addressed.

They are accountable for driving key outcomes including:

- Proactive student success support from onboarding through to completion
- Increased student retention and reduced attrition across online cohorts
- Improved student engagement, motivation and satisfaction
- Identification and intervention with students at risk
- Contribution to student-led initiatives, community-building and culture across the online campus
- Data-informed approaches to student outreach and check-ins
- Effective collaboration across Collarts Online

This hybrid position is based at the Wellington Street Campus in Collingwood, with a requirement to be present and visible on a regular basis. There may be occasions when work outside standard hours is required to meet project deadlines, coordinate events, respond to operational needs, or connect with students during evening hours.

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 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 Collarts Online, Online Student Support Advisors will drive key outcomes for Collarts including:

- High student engagement and connection to Collarts online community
- Proactive support and retention strategies
- Data-driven student success strategies through regular analysis of student engagement, participation and academic progress
- Student request resolution in a timely manner
- Culturally responsive and accessible approach to student success
- Balancing competing deadlines
- Proficiency in Collarts' systems, processes and offerings to help students
- Help students integrate in the Collarts' culture and drive student retention
- Utilise expertise to lead support initiatives across online campus and in collaboration with key stakeholders
- Monitoring students at-risk to ensure student academic progression
- 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

Student Success and Engagement

- Build relationships with students across all stages of the online student lifecycle, with regular check-ins to maintain motivation, connection and progression

- Onboard students effectively into the online environment, ensuring they are equipped with the tools, strategies and information they need to succeed
- Support students in goal setting, time management and self-efficacy, fostering independence and academic momentum
- Guide students through study planning, course changes and referrals to support services where appropriate
- Liaise with internal stakeholders to facilitate the processing of students' requests
- Provide students foundational academic skills with referral pathways for specialised academic support
- Connect students with college support services such as equitable learning, library resources, careers and professional student counselling services
- Drive online engagement initiatives and contribute to the online campus environment through Collarts community platform
- Have a high-level understanding of Collarts processes and systems, and provide clear directions to students
- Foster a strong sense of community and connection among online students
- Support the development and delivery of student engagement activities such as virtual events, orientation, networking, or peer connection initiatives
- Participate in ongoing training identified to support the role
- Advocate for students and their wellbeing by raising student voice in internal planning discussions
- Help evaluate student success initiatives and share insights and stories that improve how we serve and support students

Student Retention

- Monitor student progression using data and student insights to identify barriers to success. Where students are at risk of disengagement or withdrawal implement timely interventions to support them to complete their qualifications
- Maintain accurate and confidential records of student interactions, progress and interventions
- 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

Collaboration & Continuous Improvement

- Work collaboratively with teaching and professional staff across Collarts Online to ensure a cohesive student experience
- Participate in internal working groups and communities of practice

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 Academic Lead Online 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 student-facing, customer service or coaching role
- Exceptional interpersonal and communication skills with the ability to build trust and coach with empathy
- High level of computer literacy; sound working knowledge of Microsoft Office and Mac operating systems
- Strong organisational skills with the ability to manage competing priorities and work independently
- Comfort with using data to inform practice and a willingness to learn new systems
- Proven ability to work independently in an online or remote setting
- A strong commitment to equity, diversity and inclusion in education
- Ability to successfully obtain a Working with Children Check

Desirable competencies

- Experience in the higher education sector or creative industries
- Familiarity with coaching or advising models (e.g. strengths-based, solution-focused, motivational interviewing)
- Knowledge of best practices in online student success, retention, and engagement
- Experience operating Salesforce applications and Student and Learning Management Systems
- Experience in facilitating student-led initiatives, online networking events or virtual student communities
- 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.