

Position Title: Student Experience Manager	Business Unit: Student Operations
Reports To: Chief Student Officer	Direct Reports: Yes
Employment Type: Full Time	Classification: Level 7 – Education Services (Post Secondary Education) Award 2020
Budget: N/A	Location: Wellington Street Campus
Purpose of the Role	
The Student Experience Manager is pivotal in shaping the vibrant, inclusive, and dynamic Collarts community across multiple campuses. This role ensures seamless campus operations, creating spaces that are open, accessible, contemporary, safe, and welcoming—empowering both students and staff to thrive in their creative and academic pursuits. At the heart of this position is the leadership of Collarts’ Customer Service Hub—the primary point of contact for students. The Hub is essential to student success, delivering high-quality support across enquiry management, onboarding and orientation, progression support, and everyday assistance. By driving operational excellence and service innovation within the Hub, the Manager enables students to navigate their Collarts journey with confidence, clarity, and connection. Beyond operational management, this role is a catalyst for student engagement and belonging. The Manager leads campus activation initiatives, supports student clubs and leadership programs, and champions the Student Representative Council (SRC), cultivating a sense of community and amplifying student voices. Working in alignment with the academic calendar, the role collaborates closely with Student Operations, Facilities, Academic Leads, Program Leaders, and Marketing to deliver a coordinated and responsive service cycle that keeps students supported and on track. As a visible leader across all campuses, the Student Experience Manager sets the standard for service delivery and campus culture - embodying Collarts’ core values of curiosity, kindness, connection, mastery, and courage. The role is based at the Wellington Street campus in Collingwood, with regular engagement across other Collarts locations. Flexibility is essential, including the ability to respond to urgent operational needs and participate in occasional out-of-hours events or projects. Ultimately, this role is accountable for delivering outstanding customer service, driving student retention and progression, ensuring compliance with regulatory requirements, and creating a campus experience that is dynamic, supportive, and uniquely Collarts.	
Strategic Goals the role contributes to the success of achieving	
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 launch an alumni program that connects our graduates, providing a launchpad that accelerates careers. We will help our graduates thrive in the world and stay skilled ahead of rapid industry transformations.	

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.

Key Outcomes

Working closely with the Chief Student Officer and key stakeholders across the College, this role drives key outcomes for Collarts including:

- Campuses recognised as open, accessible, sustainable, contemporary, and welcoming environments that support the creative and academic pursuits of students and staff.
- Quality student experience through campus activations and student engagement initiatives, creating “sticky” students that persevere and stay.
- Students’ progress successfully through their studies with timely and targeted support, reduced students at risk and improved academic outcomes.
- Successful cross-functional collaboration and strategic alignment across all teams, fostering a strong partnership approach to continuously enhance first impressions, student onboarding, customer service and student experience, throughout the entire student lifecycle.
- Student satisfaction scores consistently reflect strong engagement and positive experiences.
- Students actively participate in leadership roles through committees and Student Representative Council, shaping a dynamic campus community.
- Staff engagement is high, characterised by collaborative and positive workplace culture that encourages teamwork and a commitment to excellent customer service through continuous improvement.
- Full compliance with government reporting and other statutory and regulatory requirements.

Key Accountabilities

The Student Experience Manager will work across several areas:

Campus Operations

- Oversee the management of day-to-day operations across multiple campuses, working with Corporate Services to create facilities and spaces are safe, accessible, and maintained to a high standard.
- Help to oversee the planning and execution of campus events, such as orientation, welcome festivals, industry and student engagement activities.
- Oversee rostering of staff to ensure appropriate coverage and effective resource allocation across campuses for day-to-day operations and campus activations.
- Manage campus budgets and resources to ensure efficiency and cost-effectiveness, including operational supplies across all campuses.
- Coordinate security onboarding, induction, and offboarding processes in collaboration with Corporate Services; act as secondary contact for security-related matters.
- Uphold compliance with health and safety requirements, including acting as Fire Warden and First Aid Officer.

Customer Service

- Manage service delivery through Customer Service Hubs as primary student contact points, ensuring exceptional, welcoming, and supportive

experiences across all channels for students, staff, and the broader community.

- Implement a tiered enquiry and case management model, including effective triage of student queries, requests and complaints, ensuring timely resolution and escalation.
- Champion a customer-focused approach aligned with Collarts' values, ensuring every interaction contributes to a positive student experience.

Student Experience

- Drive student success initiatives through targeted support and data-informed outreach, fostering motivation and engagement.
- Working closely with Academic teams and other support services ensure timely identification, support and interventions for students facing academic or personal challenges that put them at risk of academic non-progression.
- Ensure students have seamless access to a comprehensive range of support services across the College, including wellbeing, academic support, career development, equitable learning and accessibility services, financial hardship assistance, and international student support.
- Collaborate with Student Engagement and Wellbeing teams to deliver initiatives that foster belonging, engagement, and wellbeing (e.g., onboarding, orientation, welcome fest, campus activations, industry engagement events, student clubs, leadership programs).
- Support the Student Representative Council (SRC) and amplify student voices through advocacy and leadership opportunities that enable co-creation of initiatives that support student success.

Process and Experience Improvement

- Identify opportunities to optimise campus operations to enhance the student experience.
- Collaborate with the broader Student Operations team to develop and deliver an annual improvement plan.
- Monitor progress against the improvement plan, address obstacles, manage risks, and communicate achievements to stakeholders.
- Manage changes with transparency and genuine consultation, ensuring staff input is valued and impacts are minimised.
- Ensure policies, processes, and systems are established to enable teams to follow well-documented procedures, maintain compliance with regulatory standards, and receive appropriate training.
- Actively participate in sector networks to identify emerging trends and adopt best practices.
- Stay informed on academic and administrative policies and their interrelationships with department functions.

Team Leadership & Collaboration

- Manage a team of campus staff and student success advisors, setting professional standards for service and operational excellence.
- Coordinate service delivery aligned with three academic trimesters, ensuring seamless collaboration across Student Operations, Facilities, Academic Leads, Program Leaders, Marketing and Recruitment teams.
- Foster a collaborative, authentic, and inclusive workplace culture that values collegiality, shared knowledge, active involvement in decision-making, and a strong commitment to delivering an excellent staff and student experience in line with Collarts' values.
- Motivate staff through clear vision, regular meetings, milestone celebrations, and recognition of achievements.
- Ensure team priorities and performance expectations are informed by the Strategic Plan and Annual Operations Plan.
- Conduct performance reviews and provide regular feedback and seek input for continuous improvement.

Stakeholder management

- Ensure stakeholders are well-informed about the work of the teams, communicate effectively through committees, forums, and regular updates,

investing in strong and collegial relationships across the College.

- Socialise future plans for functional improvements and invite meaningful input and engagement across the College.
- Build and maintain networks with external stakeholders, including peers in other higher education institutions.

This role has a wide scope of functionality given it works across multiple locations and with multiple stakeholders. The accountabilities are not exhaustive, and others may be included as directed and in alignment with the role classification level.

Selection competencies

Essential competencies

- Bachelor's degree in a relevant field and/or substantial managerial experience with deep knowledge in a related professional area.
- Proven experience in campus operations or facilities management, preferably within an educational or creative setting.
- Track record of designing and implementing initiatives that enhance student retention, engagement, and overall experience.
- Strong leadership and team management skills, with a collaborative approach and ability to offer broad direction.
- Demonstrated success in leading teams through planning, coordination, and execution of initiatives across the student lifecycle.
- Experience working cross-functionally within an educational or similar environment.
- Ability to interpret and apply policies, procedures, and systems, and understand their interdependencies.
- Excellent organisational and time management skills, with the ability to manage multiple priorities and deadlines effectively.
- Advanced written and verbal communication skills, with strong attention to detail and an inclusive approach.
- Skilled in leveraging data and feedback for decision-making and continuous improvement, supported by strong analytical and reporting abilities.
- Demonstrated initiative, sound judgment, and a commitment to delivering outstanding customer service.
- Strong commitment to diversity, equity, and student wellbeing.
- Demonstrated experience in CRM tools, preferably Salesforce.
- Demonstrated experience in procurement, stock management and scheduling or rostering.
- Ability to successfully obtain a working with children check.
- Familiarity with budget management and financial reporting.

Desirable competencies

- Experience in managing large volumes of customer inquiries in a timely manner.
- Familiarity with the unique operational needs of creative spaces, including studios, rehearsal rooms, and performance venues.
- Skills in planning and coordinating events or productions, especially within a college or arts setting.
- Proven experience leading change initiatives, helping teams adapt to new processes, technology, or operational strategies.

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. As a people manager, this role leads by example in embodying our 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.