

**POSITION DESCRIPTION**

### STUDENT ASSIST SUPPORT OFFICER

### OFFICE OF STUDENT ENGAGEMENT

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| **Faculty/Portfolio:** | Office of the Deputy Vice-Chancellor (Academic) |
| **Organisational Unit:** | Student Engagement |
| **Classification:** | Higher Education Officer Level 4 |
| **Salary Range:** | Applicable casual hourly rate at HEO4: $34.76 |
| **Superannuation:** | Employer contribution of 9.50% of salary |
| **Employment Type:** | Casual |
| **Supervisor (Title):** | Team Leader, Student Assist |
| **Closing Date:** | 11:00 am, Wednesday 6May 2015 |

**KEY PURPOSE**

The Student Assist Support Officer is responsible for providing general support duties to the Student Assist team. The role is a brand new position and its responsibilities are subject to change depending on the evolving needs/requirements of the team.

**ORGANISATIONAL ENVIRONMENT**

Student Engagement manages the following services:

* student advocacy and welfare service (Student Assist);
* administration of student social and cultural clubs;
* student representation;
* student events and activities; and
* student-managed communication and media.

The Flinders University Student Association (FUSA) is the official student body responsible for representing the views and interests of students enrolled at Flinders University. FUSA provides strategic oversight of the above services.

The position is located within Student Engagement, and is part of the portfolio of Deputy Vice-Chancellor (Academic). The incumbent, however, will be effectively seconded to FUSA.

The Student Assist team within FUSA is a professional service that provides a student advocacy and financial service helping students with a range of academic, administrative and welfare-related issues.

**KEY RESPONSIBILITIES AND OUTCOMES**

1. Customer service:

* Providing clients with appropriate referrals within FUSA, the University and external agencies, as needed.
* Maintaining a thorough level of knowledge about University student-related policies and procedures, administration procedures and services relevant to students to enable the provision of sound advice.

1. Administrative support:

* Maintaining the accuracy and relevance of the Student Assist student resource repository and the Advocacy and Financial sections of the website.

1. Project support.

* Assisting with basic benchmarking and data collection exercises.
* Contributing to the development of policy initiatives as well as the preparation and drafting of submissions and reports.

1. Event and campaign support.

* Contribute and provide support to the development and promotion/marketing of Student Assist initiatives.
* Contribute to the ongoing operation of Student Assist services by undertaking other administrative and associated duties as determined by the Team Leader: Student Assist

**SUPERVISION RECEIVED**

The incumbent engages in work that, in the main, is generally prescribed. S/he will operate within a framework of established procedures, workplace routines, deadlines and expectations. At times the incumbent will be required to work independently and without supervision.

The incumbent is expected to consult with the Team Leader: Student Assist or in his/her absence with the Manager: OSE on any matters where activity is not clearly prescribed.

**SUPERVISION PROVIDED TO OTHERS**

No supervisory responsibilities are required for this position.

**WORKING RELATIONSHIPS**

The incumbent will establish and maintain effective working relationships with academic and administrative staff across the Faculty and the University more generally.

**UNIVERSITY EXPECTATIONS**

All staff are expected to:

* contribute to the efficient and effective functioning of the team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one’s supervisor;
* perform their responsibilities in a manner which reflects and responds to continuous improvement; and
* familiarise themselves and comply with the University’s *Work Health and Safety* and *Equal Opportunity* policies.

**SELECTION CRITERIA**

(Note for intending applicants – applicants should address each selection criterion individually and should argue their case by citing evidence to support their claims rather than presenting a list of facts only.)

**Essential Criteria**

1. Currently enrolled student of Flinders University.
2. Demonstrated effective inter-personal skills and demonstrated commitment to the provision of quality customer service, responding promptly to the needs of students even when under pressure.
3. Demonstrated ability to make informed decisions and use judgement and problem solving skills appropriately and within relevant policies and/or procedures.
4. Demonstrated organisational skills, including taking responsibility for own work, meeting deadlines and accepting changes in job role in a positive manner.
5. Effective oral and written communications skills, including the ability to convey ideas clearly to others and to adapt communication style and content to match the audience.
6. Ability to establish effective working relationships within a team and a commitment to team goals.
7. Demonstrated proficiency in the Microsoft Office and Adobe suite of programs.

**Desirable Criteria**

1. Knowledge of the Australian tertiary sector and an understanding of the issues facing students

#### SELECTION OF CANDIDATES

Candidates will be evaluated on merit against all of the various components that make up this Position Description. Assessment will take into account all information that is determined to be appropriate, e.g. written application, qualifications, interview, work samples, skills testing and referee reports.

The final decision regarding appointment to this position will be based on an assessment of the requirements of the total Position Description.

#### INFORMATION FOR PROSPECTIVE STAFF

All intending applicants should read the *Essential Information for Applicants*, available at: [www.flinders.edu.au/employment/essential-info/](http://www.flinders.edu.au/employment/essential-info/). If you are unable to access this information on the website, please contact the contact person nominated below.

Information about Flinders University, living and working in Adelaide and employment at the University is available at: [www.flinders.edu.au/employment/why-work-flinders/why-work-flinders\_home.cfm](http://www.flinders.edu.au/employment/why-work-flinders/why-work-flinders_home.cfm).

**CONTACT DETAILS**

For further information about the position, contact Ms Vanesa Duran, Team Leader: Student Assist, telephone 8201 3746 or email vanesa.duranracero@flinders.edu.au

#### SUBMITTING AN APPLICATION

Applications including your resume and response to the selection criteria should be emailed to [fusa@flinders.edu.au](mailto:fusa@flinders.edu.au) by the closing date.

Please do **not** forward applications to the Contact Person.

**Name of Authorising Officer:** *Mr Chris O’Grady*

*Manager, Student Engagement*

**Date of last update:**

*April 2015*