

STUDENT SERVICES OFFICER POSITION DESCRIPTION

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| Position Title: | Student Services Officer | Position Number(s): 00018065 | Faculty/Division: Division of Deputy Vice-Chancellor & Vice-President (Academic) |
| Classification: | HEO 4 | No. Direct Reports & Highest Classified Position: None | School/Branch: Student Services and Administration |
| FTE: 0.5 | Reports to: Hub Services Manager | Fixed <input type="checkbox"/> Continuing <input checked="" type="checkbox"/> | Discipline/Unit: Ask Adelaide |
| Position Summary: | <p>Ask Adelaide provides information from Hub Central and the Call Centre on North Terrace Campus and The Waite Hub on the Waite Campus. Services are provided utilising multiple service channels and a student centric, one-stop, one-step process. This support includes academic and administrative support, technology support, card services and a secure document repository and collection service. Ask Adelaide is staffed by a team of permanent and casual staff. Ask Adelaide is primarily responsible for providing advice to support students in all areas of University life, delivered on needs and based on the student lifecycle.</p> <p>The Student Services Officer working under general direction provides services to students, staff and visitors as the first point of contact in open contemporary working environments. Through a 'one stop, one step' approach to service, the Information Officer provides information and advice; troubleshoots, advises on technology, and assists students. This position also acts as a referral service for specialised advice if information is required and is not accessible on-line.</p> | | |
| Position Characteristics: | Scope | <p>There are approximately 24,000 students enrolled at the University, with around 27% of these being international students, serviced by almost 5,000 staff spread across 5 faculties and 3 operating divisions. The majority of students are full-time, on-campus; however; growth in numbers over the last few years and rapidly changing access to technology have encouraged the University to look for opportunities for on-line and blended delivery methodologies. Ask Adelaide plays a key role in providing support to students that helps facilitate best-practice learning outcomes and a high quality student experience.</p> | |
| | Significant internal/external relationships | <ul style="list-style-type: none"> • Within Ask Adelaide: Students, staff, visitors • Within the University: Faculties and Schools, University Library, Technology Services, Student Administration, Student Support Services, International Student Centre and Security Services | |
| | Special conditions | <ul style="list-style-type: none"> • Ask Adelaide staff provide services across multiple University locations including North Terrace and the Waite campus; this position may be required to work where needed. • Hub Central is a 24/7 facility and Ask Adelaide's hours of operation are from 8.00am to 10.00pm weekdays and 10.00am to 5.00pm on weekends; some out of standard work hours may be required. • Reasonable workplace adjustments will be made for people with a disability. | |

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| | Delegations | | Nil |
| Key Responsibilities and Outcomes | 1 | Transforming student experience through student-focused customer service | <ul style="list-style-type: none"> • Provide a 'one stop one step' customer centred service to all students and visitors' queries and service requirements using multiple service channels • Assist students to access information online • Refer students to appropriate services and undertake case management where appropriate. Make appropriate referrals to other service areas • Take initiative in maintaining and improving the facilities and assist students to use the Hub facilities |
| | 2 | An active participant on the Ask Adelaide | <ul style="list-style-type: none"> • Work as part of the team to provide multi-channel services to students through a 'One team' approach in line with the Ask Adelaide's vision. • Assist in the provision of Card Services to students, staff and other customers |
| | 3 | Maintain and build knowledge and expertise | <ul style="list-style-type: none"> • Maintain a high level of knowledge about administrative services and academic programs for the purposes of providing relevant and timely information and advice to students. • Build and maintain knowledge and expertise in supporting student identity technology and related access or support needs. |
| Criteria | Capabilities and Behaviours | Communication | <ul style="list-style-type: none"> • Adapts style and content of communication of ideas and information to match the audience • Uses high level of communication skills (clarifying questions, summarising, paraphrasing to ensure their meaning is understood. |
| | | Achievement drive | <ul style="list-style-type: none"> • Takes responsibility for own work to achieve quality results. • Meets deadlines and follows through on commitments. |
| | | Continuous learning | <ul style="list-style-type: none"> • Keeps abreast of new technology and best practice. • Open to learning new skills and ideas and takes part in learning opportunities. • Contributes ideas towards continuous improvement of processes and service. |

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| | | Service Focus | <ul style="list-style-type: none"> • Takes personal responsibility to resolve enquiries, requests or complaints • Uses initiative in actively and promptly following up with clients to ensure satisfaction with the service • Responds promptly to the needs of the client even when under pressure • Demonstrates active listening and questioning skills to identify client needs and issues |
| | | Teamwork | <ul style="list-style-type: none"> • Understands the work of the group and demonstrates a commitment to team goals. • Works effectively in a team environment. • Relates well to other team members |
| | | Flexibility and Adaptability | <ul style="list-style-type: none"> • Willingly adopts different approaches in order to achieve results. • Accepts changes in job role in a positive manner. • Is open to new and different ways of doing things. |
| | Knowledge and Experience | <ul style="list-style-type: none"> • Demonstrated experience and commitment in delivering customer centred service • Demonstrated ability to learn new systems and adopt new technologies • Demonstrated experience in a high volume service structure • Demonstrated experience in multiple services channels including front and back of house roles • Working knowledge of relevant University systems such as P/Soft Student Admin would be an advantage • Proven keyboard skills and demonstrated familiarity with standard office applications | |
| | Qualifications | <ul style="list-style-type: none"> ▪ An equivalent combination of relevant experience and/or education/training | |
| Occupational Health, Safety and Welfare Requirements | | <ul style="list-style-type: none"> • All Supervising staff are required to implement and maintain the University's OH&S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions. | |



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| University Expectations | | All staff are expected to: <ul style="list-style-type: none"> Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors; Participate in the Performance Development Review Process which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions; Perform their responsibilities in a manner which reflects and responds to continuous improvement; and Read, understand and comply with all University policies and procedures. | |
| Approvals: Head of School / Branch Manager | Head of School / Branch Manager Name: Signature: Date: | Director Human Resources Name: Signature: Date: | |
| Acknowledgement of Incumbent | I have read and understood the requirements of the position Name: <i>(please print)</i> Signature: Date: | | |