

Position Title	Senior Student Success Officer
Group/Portfolio	Student Life, Student Engagement and Success
Classification	HEW 5
Position Number	00043060
Reports To	Student Success and Transition Coordinator
Employment Type	Continuing

1.0 Position Purpose

Under direction of the Student Success and Transition Coordinator, the Senior Student Success Officer provides high level quality advice and support services to students, across a broad range of activities throughout the student life-cycle including from enrolment to program completion. The role will undertake tasks that enable the Support for Students Policy.

2.0 Eligibility Requirements

- The occupant of this position will hold a bachelor's degree level of education; or an equivalent combination of relevant experience and/or education/training.

3.0 Key Responsibilities

- Deal with enquiries relating to the student lifecycle, student success and academic planning as escalated by the Student Contact Centre and other internal partners and provide advice to students.
- Provide enrolment and academic planning advice to students.
- Assist in the resolution of problems that fall outside of standard policy framework.
- Participate in student facing activities that support the student journey from recruitment and orientation through to completion.
- Contribute to and provide assistance in the delivery of functions of Student Success enabling the Support to Students Policy and work undertaken by Student Success Coaches.
- Ensure compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).