

POSITION DESCRIPTION



Indigenous Student Success Officer



POSITION DETAILS

Position Title	Indigenous Student Success Officer
Classification	HEW 6
Position Number	7014005
School/Office	School of Social Sciences Division
Division	Faculty of SABEL, Provost

POSITION PURPOSE

This role is dedicated to the support, service delivery, mentoring, transitional and pastoral care of Aboriginal and Torres Strait Islander students at the NSW Police Academy in Goulburn. The Indigenous Student Support Officer will work in close partnership with student support centres, including Badanami, Schools and Academic Support units to improve and enhance the student experience whilst working collaboratively to improve retention and graduation rates by monitoring, tracking and improving the student life cycle.

Located in the School of Social Sciences, the Indigenous Student Success Officer will provide efficient and high-quality service and support for Indigenous students at the NSW Police Academy (the "Academy").

The Indigenous Student Success Officer will manage general student enquiries through various channels such as the traditional front counter and face-to-face service, as well as email, phone and web chat and form processing through various systems. They will be expected to have good, broad knowledge of University and the Academy systems and processes to either resolve student issues at first contact or to provide support and assistance to Indigenous students in the use of University online systems and processes.

The Indigenous Student Success Officer delivers services on behalf of the University, and contributes to the establishment, review and maintenance of consistent procedures for high-quality student service. Importantly, the Indigenous Student Success Officer will act as the liaison point on complex student matters specific to the Associate Degree Applied Policing.

KEY ACCOUNTABILITIES

Student Experience

- Ensure a culturally rich, valued and engaged learning experience for Aboriginal and Torres Strait Islander students.
- An efficient and effective first point of contact for all Aboriginal and Torres Strait Islander students and their families to ensure student success and progression
- Plan and facilitate activities for Aboriginal and Torres Strait Islander students that promote Western Sydney University as a study place of choice.
- Provide accurate, detailed and timely advisory consultation and transactional services to students and staff via a range of contact media, including electronic, telephone and face to face.
- Prepare documentation, utilising a range of software applications including word-processing, spreadsheet, database and presentation packages.
- Perform as a subject matter expert for future student enquiries.
- Act as a liaison point for key stakeholders in complex matters related to Admissions and Marketing.

Partnerships and engagement

- Establish partnerships where relevant with the Office of the Deputy Vice-Chancellor, Indigenous Leadership, Divisions, Schools and Institutes.
- Support strategies to increase participation of Aboriginal and Torres Strait Islander students in activities across the campus.
- Participate in ongoing and regular training and development in relation to existing and future systems.
- Assist staff and functional units with the conduct of major process and events (e.g. Graduation ceremonies) in consultation with or as directed by the Business Development Manager.

Strategic advice and reporting

- Provide high quality strategic advice to stakeholders at a Divisional and School level, via the Student Support Stage Coordinator on all matters relating to Aboriginal and Torres Strait Islanders education.
- Actively contribute to ensure that the University's legislative responsibilities and government reporting requirements in Aboriginal and Torres Strait Islander education are met.

Problem Solving

- Exercise judgement and initiative in case management and resolution for students in accordance with University policies and procedures, and take action on matter within delegation and seek advice as appropriate.
- Engage in and contribute to a high-performance culture which fosters a collaborative, innovative, values-driven, energetic and efficient team.

Continuous Improvement

- Provide feedback to the Support Services Stage Coordinator about service delivery and case management solutions.
- Assist in the regular review of technologies and multimedia in relation to improving the provision of student/customer centric services.

- Monitor and provide advice and feedback to the Support Services Stage Coordinator regarding the processes and procedures used by functional Units and partners.

Operations and Resources

- Prioritise the success of Aboriginal and Torres Strait Islander students enrolled in, progressing, and completing the Associate Degree Applied Policing.
- Aboriginal and Torres Strait Islander student support programs are of a quality service focus to students and the University community and its partners.
- Clear Student Life Cycle support requirements and service delivery to improve retention and graduation outcomes are established.
- Continual improvement of Student satisfaction rates is monitored and improved.
- Maintaining confidentiality at all times while meeting all responsibilities of Indigenous Support Officer.

School Liaison

- Manage special requirements for tutorials registrations.
- Address academic integration plan (ARAP) requirements for assessments.
- Provide student advisory services, referring students to relevant services as required (eg. Badanami, mentoring, careers etc).

Accountability

- Actively contribute to ensure that the University's legislative responsibilities and government reporting requirements in Aboriginal and Torres Strait Islander education are met.
- Ensure that internal control and reporting processes (including compliance and risk management) are adopted and understood.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. This is an identified position, and applicants must be an Aboriginal and /or Torres Strait Islander person. Being an Aboriginal and/or Torres Strait Islander person is a genuine occupational qualification as authorised under Section 14(D) of the NSW Anti-Discrimination Act, 1977 NSW.
2. It is a mandatory requirement for any incumbent of this position to have a current NSW employee Working with Children Check clearance in accordance with the NSW Child Protection (Working with Children) Act 2012.
3. It is a mandatory requirement for any incumbent of this position to successfully complete the NSW Police Force Professional Suitability Application (PSA) process, obtain a satisfactory National Police Check, and obtain and maintain a Baseline National Security Clearance, as required by the NSW Police Academy.
4. An undergraduate degree in a relevant discipline and/or extensive relevant aal experience in a large, complex organisation and / or education and training.
5. Demonstrated high level knowledge and experience in working with Indigenous Australian communities and in the range of issues affecting Indigenous Australian people and culture in relation to education.
6. Demonstrated experience in supporting access, participation, retention and success for Indigenous students.

7. Demonstrated high level of interpersonal and oral communication skills and extensive experience in exercising initiative and discretion in judgement together with the ability to liaise with senior staff, work across cultures and maintain collaborative working relationships.
8. High level analytical and problem-solving skills with the ability to maintain confidentiality, and to work as part of a team.

KEY RELATIONSHIPS

This position reports to the Support Service Stage Coordinator.
This position has no supervisory responsibilities.

Success in the role will be dependent on developing and maintaining positive relationships with:

- Office of the Deputy Vice-Chancellor, Indigenous Leadership
- Badanami Centre for Indigenous Education
- Dean, Head of Program and Associate Deans in the School
- NSW Police Force
- Business Development Manager
- Students, and Student Success Service Officers
- Head of Academic Program
- Academic Program Advisors
- Academic colleagues in the discipline group, School and University
- Professional colleagues within the School, the University (such as the Future Students Engagement Team, and Marketing), and the NSW Police Force

CHALLENGES

- Ensure you are aware of and comply with the training, policies, and procedure requirements of the NSWPF relevant to the duties undertaken, including but not limited to:
- Adherence to NSW Police Force Student Management Dress and Grooming standards as per NSW Police Grooming Guidelines
- Compliance with all work health and safety requirements, ethical standards, and any other relevant policies and procedures of the NSWPF. This includes maintaining a safe and inclusive educational environment for all students and staff.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by:

Date: