

POSITION DESCRIPTION



Indigenous Student Success Officer

POSITION DETAILS

Position Title	Indigenous Student Success Officer
Classification	HEW Level 6
Position Number	Various
School/Office	Faculties
Division	Provost

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.

POSITION PURPOSE

This Identified role fosters trusted, enduring relationships between the University and Indigenous Australian communities; provides culturally safe, strengths-based support to Indigenous students across the student lifecycle; and advises staff on culturally appropriate practices, protocols and engagement.

The Indigenous Student Success Officer will work in close partnership with the Badanami Centre for Indigenous Education and other student support units to improve and enhance the student experience. The role contributes to the University's strategic commitments and helps embed Indigenous knowledges and perspectives across the University's teaching, research and engagement, strengthening outcomes in access, retention, success and community partnership.

KEY ACCOUNTABILITIES

- Build and maintain strong, respectful relationships with Indigenous Elders and communities, fostering trust and mutual benefit, and supporting the recruitment, retention and success of Indigenous students.
- Provide culturally safe, holistic advice and support to Indigenous students, including transition assistance, mentoring, and referral to appropriate University services to enhance academic success and wellbeing.
- Organise and contribute to student-focused events and initiatives ensuring they are culturally appropriate, respectful and aligned with established cultural protocols.

- Advise on University policies, programs, and practices impacting Indigenous students and communities, ensuring alignment with the University's strategic direction and national higher education frameworks.
- Develop outreach and engagement activities with the Faculties, community organisations, and industry partners to promote pathways for Indigenous students into higher education.
- Monitor, evaluate, and report on Indigenous support programs and initiatives, tracking outcomes in engagement, retention, and success, while upholding confidentiality, cultural sensitivity and data sovereignty principles.

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. An undergraduate degree in a relevant discipline with extensive relevant professional experience in program planning, execution, and review processes, with significant experience and contributions in the field of Higher Education. A focus on Aboriginal and /or Torres Strait Islander Peoples Education is desirable.
3. Extensive experience working with Indigenous communities and providing support to Indigenous students.
4. Strong understanding of Indigenous cultures, histories, and contemporary issues.
5. Excellent communication and interpersonal skills, with the ability to engage effectively with diverse stakeholders.
6. Demonstrated ability to manage multiple priorities and meet deadlines in a complex environment.
7. Proficiency in computer literacy skills, including high level experience utilising Microsoft Office suite and a strong ability to learn new systems.

KEY RELATIONSHIPS

- This position reports to: Student and Learning Support Manager with a collaborative accountability to the Associate Dean Indigenous Education
- This position supervises: N/A
- Key internal relationships:
 - Academics and Professional Staff within the Faculty.
 - Division of the Deputy Vice-Chancellor Indigenous Leadership
 - Badanami Centre for Indigenous Education
 - Indigenous Future Student Engagement Team
 - Other Student Support Services
- Key external relationships:
 - Elders
 - Local community organisations
 - Partner institutions

CHALLENGES

- Balancing diverse expectations of students, communities, and the University, while maintaining cultural integrity under competing priorities.
- Coordinating student events and programs with limited resources, tight timelines, and competing demands from stakeholders.
- Interpreting and applying complex university policies and procedures to ensure consistent, compliant student support practices.

- Building collaborative relationships across diverse teams to deliver coordinated support and resolve cross-functional challenges.

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: