

POSITION DESCRIPTION



Student Services Hub Training Officer



POSITION DETAILS

Position Title	Student Services Hub Training Officer
Classification	HEW Level 6
Position Number	7012858, 7012859
School/Office	Office of Student Success
Division	Education & Students

POSITION PURPOSE

The Student Services Hub Training & Development Officer is responsible for the day-to-day onboarding, training, and development of Student Services Hub team members, ensuring they consistently deliver excellent, personalised, and seamless customer service. Critical to this role is the ability to support complex system and procedural changes through the creation and delivery of engaging training and documentation. The position works in close collaboration with the Managers of the Student Services Hub, Contact Service Centre, University Success Coach, and Academic Support & Program Support teams, with a strong focus on productivity, business process improvement, and the adoption of new technology solutions.

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KEY ACCOUNTABILITIES

1. Staff training and development to build capability: Onboarding, training, and development of staff, including designing and delivering engaging training programs and materials as well as procedural libraries.
2. **Performance monitoring and improvement:** Collaboration with Managers and Team Leaders to identify service delivery risks and address them through targeted upskilling including **assisting with the monitoring and analysis of team performance data to identify strengths, weaknesses, and opportunities for improvement.**
3. Recruitment and Onboarding Support: Support recruitment and onboarding of new staff, ensuring timely access to systems and resources. Supervise and streamline onboarding processes.
4. Quality Assurance and Continuous Improvement: Foster a culture of quality and continuous improvement across all service channels. Review and refine procedures regularly, recommending

enhancements where needed. Lead quality assurance initiatives through training and capability development.

5. Projects and Initiatives: Contribute to business process improvements and adoption of new technologies. Develop training for new systems and advise on operational adjustments.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. A degree with relevant experience or extensive experience and specialist expertise in a large organisation
2. Demonstrated high level of oral, interpersonal and written communication skills, including the ability to develop professional relationships and effective coaching partnerships within a large and diverse team.
3. Demonstrated extensive experience in the effective training and development of colleagues/teams, including the development of engaging training materials.
4. Demonstrated high level of analytical, evaluative and problem-solving skills including the ability to manage conflicting priorities, and to interpret and apply policies and procedures effectively.
5. Demonstrated high level of administrative skills and experience within a high volume and constantly changing environment. This includes experience in the use of a range of technologies, reporting and data analysis.
6. A demonstrated passion and commitment to delivering a superior student experience, with a focus on continuous improvement and evidence-based approaches.

KEY RELATIONSHIPS

- **This position reports to:** Training and Development Coordinator, Office of Student Success
- **Key internal relationships:**
 - Student Services & Support
 - Student Admin & Registrar's Office
 - Wellbeing
 - Student Community
 - ITDS
- **Key external relationships:**
 - Partner institution and community organisations

CHALLENGES

1. Supporting staff through frequent procedural and system changes.
2. Balancing operational demands across multiple sub teams
3. Ensuring consistency in service standards across casual and ongoing staff.
4. Driving continuous improvement through data and feedback.

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: Mark Dixon
Date: 16/02/2026