

POSITION DESCRIPTION



Badanami Student Success Officer

POSITION DETAILS

Position Title	Badanami Student Success Officer
Classification	HEW Level 6
Position Number	7008228, 7008225, 7008226, 7008227, 7012176, 7012178
School/Office	Office of the Deputy Vice-Chancellor, Indigenous Leadership
Division	Division of Indigenous Leadership

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

The Badanami Student Success Officer is responsible for the day-to-day operations of the Badanami Centre including student support service delivery, mentoring, transitional and pastoral care of Aboriginal and Torres Strait Islander students. The Student Success Officer will work in close partnership with other centres, 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.

KEY ACCOUNTABILITIES

1. Design and implement student engagement initiatives that improve retention and satisfaction across campuses.
2. Manage operational workflows to ensure timely delivery of academic support services.
3. Lead cross-functional collaboration with academic and professional staff to enhance student experience.
4. Monitor and report on service performance metrics, identifying areas for improvement.
5. Ensure compliance with university policies and legislative requirements in all service delivery activities.
6. Develop and maintain stakeholder relationships with internal teams and external partners.
7. Contribute to strategic planning by providing insights and recommendations based on student feedback and data.
8. Coordinate staff training and development to build capability in delivering high-quality student services.
9. Maintain Badanami Centres to a high standard to support student success.

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. Willingness and ability to travel regularly between and work from various campuses; current driver's licence required.
4. Undergraduate degree in a relevant discipline with extensive professional experience in program planning, execution, and review, preferably in Higher Education with a focus on Aboriginal and/or Torres Strait Islander Peoples Education.
5. Proven record of achievement in providing Aboriginal and Torres Strait Islander support services, with a proactive approach to student issues and the identification of trends and systematic problems.
6. Demonstrated ability to initiate process improvements and implement recommended changes.
7. High-level interpersonal and oral communication skills, with experience exercising initiative and discretion, liaising with senior staff, working across cultures, and maintaining collaborative relationships.
8. Proven ability to work as part of a team and independently.

KEY RELATIONSHIPS

This position reports to: Director, Badanami Centre for Indigenous Education

This position supervises: N/A

Key internal relationships:

- Director, Badanami Centre for Indigenous Education
- All members of the Badanami team
- Members of the Elders Advisory Board
- Western's Indigenous Staff Network
- Office of the Deputy Vice-Chancellor, Indigenous Leadership
- Future Student Engagement team
- Academic staff
- Student Experience Office
- Executive, School and Unit support staff

Key external relationships:

- External visitors from government, community, or the higher education industry

CHALLENGES

- Navigating competing priorities across multiple stakeholder groups while maintaining service quality.
- Responding to evolving student needs and expectations in a hybrid learning environment.
- Ensuring compliance with complex and changing regulatory frameworks.
- Driving innovation in service delivery within constrained budgets and resources.

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: Office for People

Date: 08/12/2025