

# POSITION DESCRIPTION



## Student Services Hub Officer



### POSITION DETAILS

|                        |                              |
|------------------------|------------------------------|
| <b>Position Title</b>  | Student Services Hub Officer |
| <b>Classification</b>  | HEW Level 5                  |
| <b>Position Number</b> | Multiple                     |
| <b>School/Office</b>   | Current Student Services     |
| <b>Division</b>        | Education                    |

### POSITION PURPOSE

This role delivers high-quality, multi-channel student support services that enhance the student experience across Western Sydney University and The College. It contributes to the University's strategic goals by resolving student enquiries, supporting service consistency, and promoting engagement through values-driven service delivery.

### KEY ACCOUNTABILITIES

1. Deliver accurate and timely advisory and transactional services to students and staff via face-to-face, phone, email, and web chat.
2. Manage student enquiries using university systems and technologies, ensuring resolution or appropriate referral.
3. Provide administrative support to the Team Leader to maintain consistent, high-quality service delivery.
4. Prepare documentation using word processing, spreadsheets, databases, and presentation tools.
5. Participate in training and development to maintain currency in systems and service practices.
6. Coordinate student-facing processes such as tutorial registrations, exams, and academic integration plans.
7. Act as liaison for complex matters, including international student visa processes and form handling.
8. Provide feedback and contribute to continuous improvement of service delivery and case management.
9. Champion values and contribute to a collaborative, innovative, and student-focused team culture.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

- Relevant qualification or equivalent professional experience in customer/student services within a complex environment.
- High-level oral, written, and interpersonal communication skills with proven ability to build professional relationships.
- Experience using MS Office and customer service technologies, with adaptability to new systems.
- Strong analytical and problem-solving skills, with the ability to manage competing priorities independently.
- Demonstrated understanding of diverse student needs and successful resolution of related issues.
- Commitment to delivering superior student experiences and continuous service improvement.

## KEY RELATIONSHIPS

- **This position reports to:** Team Leader, Current Student Services
- **Key internal relationships:**
  - Current Student Services Team
  - Internal stakeholders
- **Key external relationships:**
  - Customer Service Benchmarking Australia
  - Various external suppliers and service providers

## CHALLENGES

- Managing high volumes of diverse student enquiries while maintaining service quality.
- Navigating complex university systems and procedures to resolve issues at first contact.
- Responding to specialised and evolving student needs across multiple campuses.
- Ensuring consistency and compliance in service delivery across teams and channels.

## 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: