

POSITION DESCRIPTION

Student Success Coach



POSITION DETAILS

| | |
|------------------------|------------------------------|
| Position Title | Student Success Coach |
| Position Number | Various |
| Directorate | Student Success |
| Classification | Professional Staff – Level 6 |
| Location | Various |

POSITION PURPOSE

The Student Success Coach provides individual and group student success coaching to an identified cohort of students, with a focus on providing pastoral support, integrated academic support and career guidance for students enrolled online and on campus in Diploma, Undergraduate preparation, English Language and other programs delivered by The College. The role monitors student progress and acts as the central point of contact for all College matters related to the student experience for the identified student cohort. In addition, the Student Success Coach supports engagement of both students at risk of not progressing in their studies and those progressing well to develop a strong sense of belonging to an inclusive campus community. The role is responsible for supporting the resolution of complex student matters by working with a range of stakeholders, including teaching staff and shared services partners.

KEY ACCOUNTABILITIES

The following are the key accountabilities of the position:

- Conduct one-to-one and group coaching sessions across a broad range of pastoral, career and skills areas, in line with the pre-determined coaching framework consistent with students' academic and personal aspirations.
- Manage an identified group of students undertaking their studies on campus and/or online to provide advice and information as required.
- Monitor student progress, and prioritise student needs to improve student retention and success.
- Work collaboratively with a wide range of colleagues to support student success, including advocating for students and supporting the resolution of complex issues in partnership with specialist service areas.
- Develop and implement practices to proactively engage students at risk, and students who are succeeding to drive retention and success, including the development of workshops, resources and activities.
- In partnership with the Team Leader, Success Coaching, contribute to the development and implementation of the Student Success Framework.

- Deliver a range of workshops (face to face and virtual), coaching sessions and activities to support prospective students and students across the full range of the student lifecycle, including but not limited to:
 - Orientation workshops.
 - Study support workshops in partnership with the Lead, Academic Enrichment, Academic Learning Advisors and Teaching staff.
 - Leading pastoral workshops to support students transitioning to the University, and supporting the academic workshops in partnership with the Lead, Academic Transition Success.
- Work collaboratively with teaching staff within the identified relevant programs to promote and embed the Student Success Coaching model within the curriculum.
- Provide tailored support to international students that reflects both their pastoral care needs and the legislative requirements under the ESOS Act and National Code.
- Undertake other associated duties (commensurate with the level of this position) as reasonably required from time to time.

QUALIFICATIONS, EXPERIENCE AND SKILLS

The following qualifications, experience and skills are required to perform the key accountabilities of the position:

- Completion of a relevant undergraduate degree or an equivalent combination of education/training.
- Demonstrated knowledge of coaching/ mentoring approaches and theories to support coherent efforts in student services and engagement.
- Ability to apply student engagement and career management theory in a tertiary context.
- Understanding of the issues that impact students from a variety of backgrounds including those that impact students from underrepresented backgrounds.
- Demonstrated analytical thinking and problem-solving skills with the capacity to successfully develop effective solutions to identified problems.
- Highly developed organisation and administrative skills and a proven ability to work as a team member and independently as required.
- Demonstrated understanding of the legislative and compliance requirements affecting both domestic and international students, including the Higher Education Standards Framework, ESOS Act, National Code, and ASQA standards. Proven ability to apply this knowledge in a student support context, ensuring culturally sensitive, compliant, and student-centred service delivery that promotes wellbeing, academic success, and visa compliance where applicable.
- High level of computer literacy including advanced MS Word and MS Excel skills.
- Effective communication and interpersonal skills; including an ability to liaise effectively with a wide range of staff, build and manage stakeholder relationships and handle confidential information sensitively.
- Well-developed conflict resolution skills with the ability to negotiate with a wide variety of stakeholders.
- It is a mandatory requirement for any incumbent of this position to have a current NSW employee Working with Children Clearance (WWCC) in accordance with the NSW Child Protection (Working with Children) Act 2012.

CONSTRAINT/AUTHORITY LEVEL

The position operates in accordance with The College policies and the requirements of relevant legislation, awards and agreements. The position operates under the broad direction of the Team Leader, Student Success Coaching.

KEY RELATIONSHIPS

This position reports to the Team Leader, Student Success Coaching.

This position has no supervisory responsibilities.

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

- Team Leader, Student Success Coaching
- Academic Learning Advisors
- Lead, Academic Transition Success
- Lead, Academic Enrichment
- Program Coordinators
- Subject Coordinators
- Manager, English Language Programs
- Teaching staff
- Western Sydney University Staff including teams in the Student Services Hub; Equity Safety and Wellbeing (Counselling, Disability Services and Welfare)
- Student Success Directorate colleagues
- The College colleagues

CHALLENGES

The following are the key challenges of the position:

- Addressing challenges specific to student success within a diverse student cohort.
- Working and delivering activities across multiple campuses.
- Negotiating with a wide variety of stakeholders to champion student success outcomes.
- Working with geographically dispersed staff and students.
- Working with a variety of staff and students in a busy educational environment.
- The need to meet prescribed outcomes within a limited timeframe.

THE COLLEGE EXPECTATIONS

The College expects that all employees are aware of, and comply with legislation and The College'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.

This position requires regular on-campus attendance to provide direct, in-person support to students, including responding to immediate needs, facilitating engagement activities, and ensuring access to services that are best delivered face-to-face.

Given the multi-campus responsibility associated with this role, the position is required to travel across all College campuses frequently. This is an inherent requirement of the role.

Approved By Joel Walker

Date 10 November 2025