

POSITION DESCRIPTION

Student Services Assistant



POSITION DETAILS

Position Title	Student Services Assistant
Classification	HEW 3
Position Number	NEW
School/Office	Student Administration and Registrar's Office
Division	Division of Education and Students

POSITION PURPOSE

The Student Services Assistant provides frontline, multi-channel support to current students. The role responds to routine enquiries and delivers accurate information in accordance with established procedures, contributing to a consistent and positive student experience.

Working under general supervision, the position assists with day-to-day service delivery, triages enquiries, and escalates more complex matters to senior staff. The role supports student engagement by delivering courteous, inclusive and values-driven service.

KEY ACCOUNTABILITIES

- 1. Provide** accurate and timely information to students and staff via phone, email, and web channels, applying established procedures and guidelines
- 2. Contribute** to the delivery of accurate information to current students by referring to policy, procedure and other approved materials and guidelines. Provide feedback on common enquiry themes and user experience to support continuous improvement of marketing and admissions information
- 3. Apply** standard processes to manage and resolve routine current student enquiries, ensuring accurate and timely responses. Assist in triaging enquiries and escalating complex or sensitive matters to senior staff for resolution.

4. **Assist** with administrative tasks that support Student Service Centre operations, such as maintaining records, updating systems, and following established processes. Participate in onboarding activities and apply documented procedures when undertaking tasks.
5. **Participate** in maintaining effective working relationships with internal stakeholders by appropriately referring enquiries and sharing information in line with procedures. Contribute to monitoring enquiry trends and service performance, and assist in compiling basic reports where required.
6. **Contribute** to service improvements by identifying recurring issues or opportunities for enhancement and providing feedback to senior staff. Apply service standards, guidelines, and tools to ensure consistency and quality in service delivery.
7. **Undertake** other associated duties commensurate with the level of this position as reasonably required from time to time.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Demonstrated customer service experience, with the ability to follow procedures and respond to routine enquiries in a professional and timely manner.
2. Effective communication and interpersonal skills, with the ability to provide clear information and interact courteously with a diverse range of customers.
3. Good organisational skills and the ability to manage time and priorities in a busy, service-focused environment under general supervision.
4. Experience using administrative, contact centre or student systems, or the ability to quickly learn new systems and processes.
5. Ability to work collaboratively as part of a team and contribute to a positive and supportive service environment.
6. Awareness of, or willingness to learn about, university programs, services, and inclusive practices to support a diverse student cohort.

KEY RELATIONSHIPS

- **This position reports to:** Team Leader, Current Student Services
- **This position supervises:** n/a
 - **Key internal relationships:**
 - Student Administration and Registrar's Office
 - Future students
 - Students
 - Faculties and Schools
 - Marketing
 - Academic success and advising partners
 - Careers
 - Wellbeing
 - Success Coaches

CHALLENGES

- Maintaining accuracy and consistency of responses while managing high volumes of routine enquiries during peak service periods.
- Responding to enquiries from a range of internal and external stakeholders, while appropriately referring or escalating matters in line with established processes.
- Identifying enquiries that are complex or sensitive and ensuring they are promptly escalated to senior staff for resolution.
- Balancing enquiries with administrative tasks, while following procedures and meeting service standards under general supervision.

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.
- As the Student Services Hub operates on multiple campuses, it is an expectation of the role that you may be required to travel to and work from any campus subject to appropriate notification.

Approved by: Office for People

Date: 11 June 2026