

Job Title:	Student Services Officer
Job No:	AA 64
Department/Business Unit:	Student Support Services
Accountable to:	Chief Academic Officer
Reporting to:	Student Support Services Manager
Our Vision:	Be Australia's leading provider of training for the aviation and aerospace industries.
Our Values:	Safety at the Heart of Everything We Do, Work Together, Be Accountable, Act Innovatively, Deliver on Customer Needs.

PURPOSE

The Student Services Officer is responsible for effective leadership and management to create and deliver programs and structures for the provision of pastoral care and support services to students enrolled at Aviation Australia (AA), across all delivery locations and platforms.

The Student Services Officer is part of a small team and will work collaboratively to coordinate the efforts of other Aviation Australia staff that have a student facing function, to ensure that student's well-being is supported. Contribution to the development of an innovative and digitally integrated Student Support Strategy, that outlines internal processes and procedures, optimises the efforts of Aviation Australia, and connects with appropriate third-party providers of services, is central to the role.

RESPONISBILITIES

- Collaboratively develop and implement a sustainable pastoral care and support services program that assists students educationally, emotionally and socially.
- Develop, implement and maintain administration processes that support the delivery of the Student Services accountabilities as well as assist with the development of student related policies, procedures and other documentation.
- Liaise and work collaboratively with the Student Services Team, Instructors, Examination and Curriculum teams, Student Administration, Delivery Managers and Customer Engagement teams as well as third party providers, so students are well supported in their learning.
- Identify, track and report on appropriate data metrics that:
 - Highlight impediments to student learning,
 - Help improve student safety and security,
 - Identify process and procedural issues impacting student performance.
- Create and build a positive learning environment for all students.

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- Ensure processes provide support to students throughout the entire student journey while with Aviation Australia.
- Coordinate student graduations and implement ceremonies as part of a whole of Aviation Australia strategy that is both sustainable and inclusive.
- Develop and deliver an annual program of co-curricular events for students focused on encouraging connections with Aviation Australia and the student body in general.
- Support the general welfare arrangements for overseas students to support their enrolment requirements and monitor their welfare on a regular basis as per ESOS Standards.
- Work with internal stakeholders to coordinate targeted activities that support groups of students with specific learning, social or cultural needs to progress successfully through training and the aviation industry.
- Liaise with external stakeholders including family, accommodation providers, sponsors etc., whilst maintaining and protecting student privacy.
- Assist in responding to any formal student complaints and refer students to the Student Complaint Process.
- Identify and develop appropriate training for staff to better support students at Aviation Australia.
- Ensure Aviation Australia complies with all educational and support services required under Australian Skills Quality Authority (ASQA), Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), and ESOS National Code guidelines.
- Participate in evaluation, quality assurance and continuous improvement processes.
- Undertake other duties as required by the accountable / reporting manager and senior management.
- Comply with the requirements of Aviation Australia's:
 - Code of Conduct
 - Work Health and Safety legislation
 - Policies and procedures

AUTHORITIES

The Student Services Officer has the authority to:

- Educate, counsel and/or discipline students in compliance with the organisation's policies and procedures.

SELECTION CRITERIA

Qualifications

Desirable

- A recognised degree at the Bachelors or Master, with significant studies in learning or student support.
- Post graduate studies in learning and student support.

Experience

Essential

- Demonstrated experience in a student support role or similar.

Desirable

- Administration experience in the vocational training sector or in a training / learning and development environment.
- Experience in the counselling industry and/or associated services.
- Experience in working within ASQA, DIAC, ESOS and NEAS guidelines.

Knowledge and Skills

Essential

- Demonstrated experience and/or knowledge of how to effectively work with a diverse workforce, to ensure the workplace is safe from discrimination, bullying, harassment or sexual harassment.
- Superior interpersonal and customer service skills with the ability to display a courteous and professional manner at all times.
- Excellent written and oral communication skills with high level attention to detail and accuracy.
- Ability to interpret and apply legislation, regulations, policies and procedures.
- Demonstrated ability to resolve issues through negotiation and consultation with other team members.
- Well-developed problem-solving skills.
- Demonstrated ability to deal with sensitive issues and maintain confidentiality.
- Strong organisational skills with the capacity to prioritise work, deal with competing demands, manage time effectively and ensure completion of tasks within deadlines.
- Strong computer literacy skills with proficiency in Microsoft Office suite of applications and the ability to become an effective user of new computer systems.
- Preparedness to undertake training as required.

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Desirable

- Knowledge and/or understanding of commercial aviation.

Personal Qualities

Essential

- Enthusiastic, energetic and motivated approach to work.
- Assertiveness and an ability to remain professional and measured in approach, regardless of the situation.
- Actively contribute to ensuring the workplace is a safe environment for everyone by challenging actions or behaviours that could be improved upon or that are inappropriate.
- Ability to build rapport and credibility with stakeholders and develop strong working relationships.
- Ability to work both independently and within a flexible team environment.
- Ability to foster a customer focused working environment and build and maintain rapport with staff and students.
- Ability to interact with internal and external customers from diverse cultural backgrounds, displaying awareness of cross-cultural communication issues.
- Willingness and ability to demonstrate initiative and accept responsibility.