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Job Description

Student Support Officer, Clerk Grade 3/4 - 00003X9J

TAFE NSW - South Western Sydney Institute

Student Support Officer
Clerk Grade 3/4
Customer Service & Support
Various Colleges
7 positions

Total remuneration package \$77,684 pa including salary (\$64,008 - \$70,087), employer contribution to superannuation and leave loading.

Duties: Provide high quality front line student advisory and support services to prospective and enrolled students to foster a positive student experience.

Work collaboratively with educational, student support and customer service teams to maximise customer engagement, student retention and course completion.

Note: This is a child-related position. Applicants must have a valid and current Working with Children Check (WWCC) Clearance as a condition of employment. To apply for a WWCC Clearance, visit the Children Guardian's website at <http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>

In addition, your employment will be subject to the Department's National Criminal Records Check to determine your suitability for employment.

Specific Inquiries: Recruitment Officer (02) 9609 9249

Additional Information and Forms

[Position Description](#)
[Information Package](#)
[SWSI Strategy 2015](#)
[Verification of Qualification Form](#)
[How to Apply Online Information Sheet](#)

[WWCC Appendix 4: Information for Applicants](#)
[WWCC Appendix 6: Proof of Identity](#)
[WWCC Appendix 7: Declaration](#)
[WWCC Appendix 8: CRIMTRAC Form](#)

Closing Date: Monday 21 September 2015, 11:59pm

Location Sydney Region-Sydney - South **Other Locations** Sydney Region-Sydney - West

Work Type Full-time

Number of Positions 7

Total Remuneration Package: \$77,684. Package includes salary (\$64,008 - \$70,087), employer's contribution to superannuation and annual leave loading.

Contact Recruitment Officer - 02 9609 9249




Closing Date 21-Sep-2015, 11:59:00 PM

Job Category Education and/or training

Organisation TAFE - South Western Sydney Institute

Key Application Responses

1. Ability to identify and anticipate the needs of customers and adapt service delivery while maintaining high quality customer service.
2. Identifies and analyses complex situations by considering options, developing solutions and deciding on appropriate implementation and monitoring strategies
3. Ability to listen, interpret and convey complex information in a clear, accurate and appropriate manner to both customers and team members.
4. Extensive experience delivering in a busy work environment and ability to prioritise work to meet deadlines with sound planning, organising and time and priority management skills.
5. Superior communication, negotiation, and interpersonal skills to enable liaison with clients and foster a collaborative work team.
6. Demonstrated ability to manage change and continue to meet performance standards and targets set for customer service.
7. Ability to lead successful events and projects through high level organisational skills and management of resources using quality information and promotional products.

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POSITION DESCRIPTION

Student Support Officer

| | |
|--------------------------|----------------------------|
| CLASSIFICATION | Clerk Grade 3/4 |
| ORGANISATION UNIT | Customer Service & Support |
| LOCATION | Various |

PRIMARY PURPOSE OF POSITION

Provide high quality front line student advisory and support services to prospective and enrolled students to foster a positive student experience.

Work collaboratively with educational, student support and customer service teams to maximise customer engagement, student retention and course completion.

KEY ACCOUNTABILITIES

- Provide informed career, course and employment information to assist prospective and enrolled students to maximise selection of appropriate career and work choices.
- Identify and refer where necessary individual support services to those who require specialised expertise, assessment and intervention in order to overcome barriers to course completion.
- Collaborate with educational and student support service staff in order to promote greater options and coordinate service provision for students.
- Liaise with a range of internal and, at times, external stakeholders to assist in the resolution of customer problems that impact on retention.
- Review and analyse attendance records regularly to identify students at risk of discontinuing with their learning program and make contact to offer a range of support services.
- Manage complex customer complaints, problems and issues.
- Work closely with the Institute International Support Officer to provide advice and support to international onshore students at the college
- Represent SWSi at career markets, expos, conferences, workshops and forums to promote TAFE programs and services.
- Coordinate a range of student services in conjunction with the Office Coordinator and other relevant staff.

- Support the Careers advice, counselling and disabilities team in communicating with and arranging support for students.

KEY CHALLENGES AND INFLUENCES

- Developing and maintaining an excellent understanding of course offerings, delivery modes and pricing advice offered is accurate and current.
- Identifying students at risk of discontinuing their educational program and assisting them in being directed to the appropriate support.
- Work collaboratively with service and support teams newly co-located in the Customer Service and Support Centre to delivery seamless quality services to institute customers.

KEY RELATIONSHIPS

INTERNAL

| Who | Why |
|---|---|
| Manager Contact Centre & Student Operations | Consult regularly to ensure currency and accuracy of information, and ensure service delivery and customer experience matches that of Contact Centre teams. |
| Marketing team | To validate accuracy of information systems used to provide responses to customer inquiries. |
| Customer Service & Support team members | To identify synergies and touch points between service and support operations to enhance customer experience. |
| Faculty & teaching sections | To provide a responsive and appropriate level of student and administrative support |

EXTERNAL

| Who | Why |
|----------------------------------|---|
| Customers | Provide face to face services and information on courses, products and services offered across the Institute. |
| Community, schools and agency | To promote SWSi programs and services at a range of promotional events. |

DECISION MAKING

- Exercises independence in organising and setting priorities for the customer service team within the Customer Service and Support Centre.
- Resolution of routine and complex customer enquiries and complaints within area of responsibility
- Decisions which ensure the quality of service and ability for team to meet the performance targets set for customer service at the site.

POSITION DIMENSIONS

| | |
|------------------------------|--------|
| LEVELS TO INSTITUTE DIRECTOR | 4 |
| DIRECT REPORTS | NIL |
| EXPENDITURE DELEGATION | \$xxxx |
| TOTAL OPERATING BUDGET | \$xxxx |

SELECTION CRITERIA

1. Ability to identify and anticipate the needs of customers and adapt service delivery while maintaining high quality customer service.
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3. Ability to listen, interpret and convey complex information in a clear, accurate and appropriate manner to both customers and team members.
4. Extensive experience delivering in a busy work environment and ability to prioritise work to meet deadlines with sound planning, organising and time and priority management skills.
5. Superior communication, negotiation, and interpersonal skills to enable liaison with clients and foster a collaborative work team.
6. Demonstrated ability to manage change and continue to meet performance standards and targets set for customer service.
7. Ability to lead successful events and projects through high level organisational skills and management of resources using quality information and promotional products.