



# Student Success Coach (6 positions available)

EDUCATION PORTFOLIO  
ACADEMIC DIVISION



## About QUT

QUT is a major Australian university with a global outlook and a 'real world' focus. We are one of the nation's fastest growing research universities and our courses are in high demand.

We are an ambitious and collaborative institution that seeks to equip our students and graduates with the skills they will need in an increasingly disrupted and challenged world. We are transforming the student experience we offer our 50,000 students and we place a premium on the international and national accreditation of our various professional degrees.

Our internationally award-winning Science and Engineering Centre is home to The Cube, acknowledged as one of the world's largest digital interactive learning and display spaces. QUT established the world's first Creative Industries Faculty, and we invest heavily in collaborative learning and interdisciplinary research environments, including the \$95M Education Precinct.

Further information about QUT can be obtained from the website at [www.qut.edu.au](http://www.qut.edu.au).

### Our Vision

QUT's [Blueprint 6](#) is our institutional strategic plan. The Blueprint formalises QUT's ambitions and declares our strong sense of purpose which is to provide transformative education and research relevant to our communities. It provides a framework and strategies to enable QUT to realise our vision to be the university for the real world and identifies the following priorities:

- support aspiration and inclusion
- encourage creativity and entrepreneurship
- embrace digital transformation and technology
- embed principles of health and wellbeing
- support Indigenous Australian engagement, success and empowerment
- enable professional engagement and ethical leadership and,
- focus on the environment and sustainability

Aligned to and supporting our vision are the QUT Values. These Values highlight what makes QUT distinct and successful. Providing a compass for our decisions, actions and behaviours and strengthening our community.

### QUT Values

- Ambition
- Curiosity
- Innovation
- Integrity
- Inclusiveness

## About the Education Portfolio

At QUT we are transforming learning and teaching practices in line with our Real World Learning 2020 Vision, so that our graduates are highly skilled, enterprising, and well suited to 21st century employment and careers. We are committed to increasing the flexibility of our course offerings to enable our students and graduates to thrive in changing and complex working environments throughout their lives. Our focus is on student success, partnering with students to enhance the end-to-end learner journey, and designing and delivering high quality, flexible educational experiences that enable this.

The Education Portfolio encompasses:

- Learning and Teaching Unit
- Library
- QUT College
- QUT Entrepreneurship
- Student Ombudsman

QUT's distinctive positioning as "the university for the real world" means a commitment to and investment in real-world work integrated learning, authentic assessment, a curriculum design studio approach for innovative curriculum and an increased focus on the optimisation of digital technologies to enhance on campus and online learning.

## About the Position

The primary purpose of the Student Success Coach is to work collaboratively with students and staff to provide holistic and timely support services and programs that meet the transition, progression and academic needs of students.

The position works in close partnership with the Student Leadership & Development Coordinator and Career, STEM and Language and Learning Educators, and supports all Student Success Groups' objectives as needed.

This position reports to the Student Success

Educator for supervision, workload management and for Performance Planning and Review (PPR).

#### **Key responsibilities include:**

- Provide timely, targeted and inclusive front line advice and learning engagement activities to support the development of core, disciplinary academic and professional attributes in all QUT students, such that they become independent, self-determined learners.
- Deliver individual and small group activities to build the capacity of students to self-manage their academic career; to build a sense of belonging to the diverse QUT community; and to connect to peers, staff and other communities relevant to their individual circumstances, locations and aspirations.
- Ability to triage student needs and facilitate student success planning and to refer-on for specialised support as required.
- Undertake operational tasks as required for the effective delivery of services and initiatives across multiple technologies and platforms. This may include scheduling of activities, data collection and reporting around key trends and issues impacting on the student experience in line with QUT policy and procedures.
- Provide support to specific student cohorts in the use of learning and teaching technologies, digital resources and digital tools in line with best pedagogical practice.
- Contribute to capability building activities to develop student skills in the use of technologies and to ensure the sustainability of learning engagement strategies.
- Provide a central liaison point within SSG University wide activities such as Open Day and Orientation.
- Work in close partnership with Equity, Student Counselling, Oodgeroo, ISS, HiQ and Faculty teams to support the retention and equity of opportunity for all students to achieve their academic potential.
- Situate the Student Success Group within the students' own learning environs; online, face, to face and blended modalities.
- Compliance with health and safety policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- participate in job rotation or multiskilling in consultation with their supervisor;
- work across campuses

#### **Type of appointment**

This appointment will be offered on a fixed-term, full-time basis for 12 months.

#### **Location**

Kelvin Grove and/or Gardens Point campus.

## **Selection Criteria**

1. Education, training and /or relevant experience equivalent to the completion of a degree or professional qualification with subsequent relevant experience in a related field to student engagement and success.
2. Previous experience within an education teaching /advisory position in a student facing role using innovative pedagogical theory and practice in one or more areas such as: student advising, support service delivery, language and learning, STEM or careers delivery, coaching and or mentoring services.
3. Demonstrated understanding of the issues which affect adult career development, retention and success in higher education, as well as a commitment to working from a social justice framework.
4. Demonstrated understanding, or capacity to quickly acquire an understanding of diverse and non-traditional students, their needs, capacities and knowledges.
5. Ability to coach students to develop skills and attitudes and techniques to improve learning outcomes.
6. Demonstrated ability to foster mutually beneficial, inclusive and innovative partnerships to support student success.
7. Demonstrated ability to realise value to students and stakeholders through insights and analysis of student learning needs.
8. Highly effective written, verbal and digital communication skills.

*As outlined in the Change Management and Implementation Plan, Selection Criterion 1 will not be assessed as part of this selection process.*

## Remuneration and Benefits

The classification for this position is Higher Education Worker Level 5 (HEW5) which has an annual remuneration range of \$79,424 to \$89,582 inclusive of an annual salary range of \$67,883 to \$76,566 and 17% superannuation.

In July 2020 QUT staff voted in favour of a variation to its Enterprise Agreements. The variations were approved by the Fair Work Commission in August 2020.

The variation impacts leave loading (for new staff no loading will be paid or accrued during the period the variation is in effect), salary increases (the salary increase which was due to occur in the first full pay period of December 2020 has been deferred until the first full pay period of December 2021) and superannuation (superannuation will be paid to staff as though the salary increase which would have been paid in December 2020 has taken effect and, subject to the rules of the superannuation fund, a defined benefit member will continue to make contributions in alignment with the contributions made by the University). A link to the variation is [here](#).

Beyond personal and professional fulfilment, a career at QUT brings a broad range of tangible benefits. With competitive remuneration including superannuation, the University offers real and generous benefits.

QUT is a high quality and flexible organisation that is proud of its excellent employment conditions which include but are not limited to:

- Reduced working year scheme
- Parental leave provisions
- Study support encompassing leave and financial assistance
- Comprehensive professional development
- Salary Packaging

Further benefits can be found at the [Life at QUT](#) page.