

Student Support Coordinator

Faculty of Business and Law



the university
for the real world

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.

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 Position

The Student Support Coordinator is responsible for the management of undergraduate, postgraduate and international administration and services provided to students and academic staff on student and course related matters.

The position provides strategic support in line with the Faculty's goals, through compliance with and the integration of various University policies, systems and procedures.

It is expected that all team members will contribute to a culture where students, academics and other stakeholders report that staff take the initiative to solve problems, make things happen and deliver what they promise.

The Student Support Coordinator supervises a team of student support staff to deliver high quality, effective and efficient administration support and specialist service to achieve and maintain excellence in client service.

This position reports to the Student Support Manager for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Supervise staff and employ people management practices in order to develop and/or maintain a highly skilled, client focused and cohesive team.
- Conduct Performance Planning and Review, as well as develop staff training and development programs.
- Coordinate the delivery of effective, efficient, standardised student administration and specialist support services to undergraduate, postgraduate and international coursework students.

- Contribute to developing and monitoring measures of service effectiveness and client satisfaction to ensure continuous improvement, and provide leadership in the development, delivery and communication of client service standards.
- Manage implementation of University student related policy changes including developing and implementing business processes and staff training programs.
- Liaise with HiQ staff to ensure complementary provision of student services with a view to improving the student experience and maintaining compliance.
- Work closely with the program management team, learning and curriculum team and Student Business Services in assisting the ADLT to develop and implement communication and transition plans for students.
- Utilise business process methodologies to develop and refine processes to streamline student services and manage the Business School's student and academic information resources.
- Implement and adhere to HSE policies, procedures, systems 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 an ongoing, full-time basis.

Location

Gardens Point campus.

Selection Criteria

1. Completion of a degree with at least four years' subsequent relevant experience or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated ability to manage a high

performing team of client service staff and ability to plan and manage resources for peak periods.

3. Demonstrated ability to display initiative, contribute new ideas, critically evaluate current systems and processes and contribute to ongoing improvements in the provision of student and academic services at a strategic level.
4. High level written communication skills that will enable the appointee to prepare clear and concise reports, complex correspondence and prepare meeting agenda and minutes.
5. High level interpersonal skills with demonstrated ability to liaise with a wide range of people at all levels of a large organisation.
6. Ability to work across organisational boundaries to ensure provision of high quality client service and negotiate to achieve business outcomes.
7. Knowledge of data management systems including SAMS, SEMS, ISSMs and TRIM; and demonstrated analytical and computing skills including the ability to use a range of software (e.g. Microsoft office suite, database and email).

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 7 (HEW7) which has an annual remuneration range of \$101,955 to \$111,526 inclusive of an annual salary range of \$86,889 to \$95,045 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 [Working at QUT](#) page.