

**STUDENT ADVISOR
POSITION DESCRIPTION**

Position Title:	Student Advisor	Position Number:	Faculty/Division: Faculty of Arts
Classification:	HEO5	No. Direct Reports 0 & Highest Classified Position: NIL	School/Branch: Faculty Office
FTE: 1.0	Reports to: Student Support Manager	Fixed <input type="checkbox"/> Continuing <input checked="" type="checkbox"/>	Discipline/Unit: Learning & Teaching and Student Support
Position Summary:	<p>The University of Adelaide is a leading research intensive and teaching university with approximately 25,800 international and domestic students and 3,000 academic and professional staff. The Faculty of Arts is one of five Faculties at the University, incorporating the Schools of Education, Social Sciences, Humanities, and the Elder Conservatorium of Music.</p> <p>The Faculty of Arts Office oversees and supports the administration of undergraduate and postgraduate programs offered within the Faculty. The focus of the student advisor role is to provide advice to students and staff including information related to admission requirements, program structure, study plans and credit transfer; enrolment and selection of courses; graduation and completions; and academic progress. This role is also responsible for assessing advanced standing for International students seeking admission to the Faculty's programs.</p>		
Position Characteristics:	Scope	The Faculty Office provides a range of administrative services to support the Faculty's approximate 7500 enrolled students. The Student Advisor is located in the Faculty Office and works under the general direction of the Student Support Manager in providing advice to staff and students and undertaking program-related administration	
	Significant internal/external relationships	<ul style="list-style-type: none"> • Students • School and Faculty staff • Central Student Services and Administration including Ask Adelaide, International Office, International Student Centre, Graduations Office, Enrolments Office and Student Support Services • Other Faculties within the University 	
	Special conditions	Reasonable workplace adjustments will be made for people with a disability. Some work outside standard hours may be required	
	Delegations	NIL	

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Key Responsibilities and Outcomes	1	Program Advice for Students	<ul style="list-style-type: none"> • Provide advice to students and staff including information related to admission requirements; program structure, study plans and credit transfer; enrolment and selection of courses; graduation and completions; and academic progress • Provide advice to students on rules and entitlements in accordance with University policy and procedures • Maintain working knowledge of University support services to provide suitable and up-to-date advice to students, regularly liaising with relevant Faculty and University teams • Assess advanced standing for undergraduate International students applying for the Faculty's programs • Coordinate on-boarding of new undergraduate international students joining the Faculty each semester
	2	Program-related administration	<ul style="list-style-type: none"> ▪ Develop student enrolment materials and organise enrolment and orientation sessions ▪ Undertake enrolment checks ensuring compliance with program rules ▪ Undertake graduation and degree checks ▪ Provide advice on academic and student policies and procedures in the Faculty ▪ Maintain course equivalencies between Adelaide and overseas institutions to streamline assessment of advanced standing for International students ▪ Support the Assistant Student Advisor with the global learning approval and administration process ▪ Contribute to the continuous improvement cycle of activities within the Faculty, and proactively seek opportunities and areas for improvement
	3	Student Recruitment	<ul style="list-style-type: none"> ▪ Provide advice to prospective students ▪ Attend recruitment activities including Open Day and secondary school career expos ▪ Contribute to the entry and updating processes of program and course publications, as required

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Criteria	Capabilities and Behaviours	Service focus	<ul style="list-style-type: none"> • Takes personal responsibility to resolve enquiries, requests or complaints. • Uses initiative in actively and promptly following up with clients to ensure satisfaction with the service. • Demonstrates active listening and questioning skills to identify client needs and issues.
		Communication	<ul style="list-style-type: none"> • Adapts style and content of communication of ideas and information to match the audience. • Uses high level communication skills (clarifying questions, summarising, paraphrasing) to ensure their meaning is understood.
		Teamwork	<ul style="list-style-type: none"> • Actively participates in team meetings through sharing ideas and contributing to discussions. • Supports team members to achieve their goals by sharing workloads.
		Continuous learning	<ul style="list-style-type: none"> • Develops and maintains personal and professional competence. • Identifies personal development needs and pursues self-development through training and education.
		Relationship building	<ul style="list-style-type: none"> • Respectfully interacts with people from diverse backgrounds and experiences. • Shows tact and diplomacy in dealing with people.
	Knowledge and Experience	<p>Essential</p> <ul style="list-style-type: none"> • Proven experience delivering high quality customer service as part of a team • Demonstrated organisational and time management skills, with the ability to use initiative and judgement to establish priorities and to work under pressure to meet tight deadlines • Demonstrated interpersonal and communication skills, both verbal and written, including the ability to liaise and interact with students and staff at all levels • Demonstrated ability to operate effectively in a team, contributing positively to team operations and service delivery • Demonstrated experience with Microsoft Office Suite <p>Desirable</p> <ul style="list-style-type: none"> • Working knowledge of PeopleSoft Student Administration system • Understanding of University policy and procedures 	
	Qualifications	Relevant tertiary qualification and/or extensive relevant experience and/or education and training in relevant area	

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<p>Occupational Health, Safety and Welfare Requirements</p>	<p>All Supervising staff are required to implement and maintain the University's OH&S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions.</p>	
<p>University Expectations</p>	<p>All staff are expected to:</p> <ul style="list-style-type: none"> • Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors; • Participate in the Planning, Development and Review which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions; • Perform their responsibilities in a manner which reflects and responds to continuous improvement; and • Read, understand and comply with all University policies and procedures. 	
<p>Approvals: Head of School / Branch Manager</p>	<p>Head of School / Branch Manager Name: Professor Jennie Shaw Signature: Date:</p>	<p>Director Human Resources Name: Signature: Date:</p>
<p>Acknowledgement of Incumbent</p>	<p>I have read and understood the requirements of the position Name: <i>(please print)</i> Signature: Date:</p>	