Position Description

Position Details			
Business Entity	Kaplan Business School	**Department**	Student Services
Job Title	Student Experience Officer	**Location**	Melbourne, Adelaide, Sydney, Brisbane
Reports To	Campus Manager	**Direct Reports**	Nil

Overall Purpose

The Student Experience Officer is responsible for delivering an exceptional student experience, providing guidance and advice on all non-academic matters. The role is further responsible for delivery of key events and providing students with pastoral care and ensuring their overall welfare. Working with key stakeholders across the campus and the business, their aim is to deliver the ultimate Student Experience.

Key Responsibilities

Student Experience

- Be the face of KBS and the first point of contact for all students studying on campus, creating a supportive and engaged community between staff and students
- Provide excellent customer service, advice, guidance and support to students regarding KBS programs and services and respond professionally, accurately to students enquiries
- Coordinate and deliver major functions and events at the campus including orientation and graduation to increase student engagement
- Where required organise student social events, deliver presentations and drive student engagement
- Lead the Student Ambassador program, recognise and empower outstanding students to represent KBS internally and externally
- Maintain the student portal update with accurate information as relates to Pastoral Care and Services

Student Support and Assistance

- Respond professionally, accurately and in a timely manner to students inquiries by email, mail, telephone or in person
- Offer direction and advice on a student's study progress and performance including attendance, welfare and transitional arrangements for new students
- Be the first point of contact for students wishing to defer, withdraw or alter their courses
- Offer guidance and assistance to KBS students regarding study progression, load, and non-academic minor personal issues and where to seek professional counselling
- Provide students with assistance around issues relating to Australian culture and managing study in a new environment

Student Evaluations and Administration

- Liaise with Academic Staff on matters relating to academic performance of students
- Keep the Campus Manager abreast of all matters that may impact KBS
- Keep detailed diary notes of any relevant interaction or correspondence with students
- Contribute to effective management of academic success centre as required

Contribute to a supportive, positive and safe workplace

- Encourage teamwork and collaboration through positive communication to help foster a high performing, student-centric driven culture
- Compliance with all company policies and procedures including WHS legislation requirements
- Ensure as far as is practicable that the workplace, under your control, is safe and without risks to health
- Being a productive member of the Kaplan team by displaying the Company values through your day to day role
- Adherence to Company Policy and Procedure

Qualifications and Skills

Essential

- Positive and supportive communication style with experience across a variety of key stakeholders
- Up-to-date working knowledge of key legislation, policies and procedures relevant to international students
- Knowledge of ESOS Code of Practice
- Ability to plan, control, coordinate and manage activities with minimal supervision
- Excellent verbal and written communication
- Working knowledge of Microsoft Office products and the ability to quickly learn new systems
- A self-starter with a professional image who has accuracy and attention to details
- Our hours of operation are from 8:30am – 8:30pm, Monday to Friday. Expectation to work shifts within these times, as well as the occasional Saturday

Desirable

- Working with Children Check
- Previous experience of volume caseloads within and educational capacity

Employee Signature _____ Date _____

Manager Signature _____ Date _____