



STUDENT SUCCESS ADVISER

DEPARTMENT/UNIT	Office of the Pro Vice-Chancellor (Indonesia)
FACULTY/DIVISION	Office of the Pro Vice-Chancellor (Indonesia)
CLASSIFICATION	HEW Level 6
WORK LOCATION	Monash Indonesia

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

In establishing the Monash Indonesia campus the University is continuing its commitment to being a truly global university. This new Monash campus joins a dynamic network alongside the highly successful Monash University Malaysia, as well as our partnered campuses in Suzhou, China and Mumbai, India.

The campus will make a strong and distinctive contribution to Indonesia's social, economic and technological development. Through the addition of this campus to our global network, Monash is cementing its position as a truly global university focused on making a positive global impact. Indonesia is a key partner for Australia and the University, and we're committed to building our existing, and forging new, lasting relationships.

Monash Indonesia will build and strengthen existing ties between Australia and Indonesia, and offer staff, students, alumni and partners collaborative opportunities with a world top 100 university operating across five countries in the Asia Pacific region. We will pave new pathways for students who desire a global education and be awarded at the conclusion of their studies with a world-class Monash University degree.

POSITION PURPOSE

The Student Success Adviser is responsible for end-to-end case management of students across the student lifecycle in Monash Indonesia. It is expected that the Student Success Adviser will provide integrated student services to assist, develop and coach students to ensure they meet course requirements, connect to the wider student community, and engage at university in meaningful ways.

Reporting Line: The position reports to the Chief Operating Officer, Monash Indonesia with a dotted reporting line to the Service Delivery Manager, Monash Connect.

Supervisory Responsibilities: Not applicable

Financial delegation: Not applicable

Budget responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Provide holistic, proactive and timely advice to students, in order to assist them in integrating their education, curriculum and activities into their overall University experience
2. Delivery of end-to-end services to students with proactive, supported outreach and intervention; this includes the provision of pastoral care and academic intervention
3. Develop high-level and effective support to students, through advising on matters of education success with a focus on excellence across student support and development; student progress and retention; program and professional development, and orientation and transition
4. Providing sound and timely advice in the delivery of Monash Indonesia orientation, transition, employability and retention initiatives
5. Provide course advice support on relevant student management systems, relational to course requirements, course progression and content for all programs offered by Monash Indonesia, and prepare the documentation and administrative tasks associated with this
6. Deliver the provision of comprehensive, positive and proactive written and oral communication to students, maintaining excellence in customer service standards and ensuring all alerts are responded to within agreed timeframes
7. Undertake research and analysis of core competencies relevant to the academic advising profession, to aid in the development of the Student Engagement Transformation, and in continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - a degree in a relevant field with subsequent relevant experience, or
 - extensive experience and specialist expertise or broad knowledge in a relevant field, or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Sound knowledge of student services provision in a tertiary education environment, regulations and procedures pertaining to coursework students and the ability to interpret and implement them
3. Highly developed planning and organisational skills, with experience establishing priorities and meeting deadlines
4. Experience delivering individual and group counselling for students, using highly developed interpersonal and communication skills, including the ability to convey difficult messages in meaningful and positive ways
5. Excellent problem solving skills with well-developed analytical and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver proactive, positive, innovative solutions
6. Ability to undertake research and formulate new approaches to work in innovative ways
7. Advanced computer literacy, particularly with Student Management Systems and related application capabilities

OTHER JOB RELATED INFORMATION

- Willing to travel as required
- Non-standard working hours may be required from time to time
- There may be peak periods of work during which taking of leave may be restricted
- This position may require a successful National Police Record check

- This position will require a successful Medical check

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.