



Job Description

Head of Student Services

UWA College

August 2021

Context

UWA College is The University of Western Australia's own pathway course college.

The college itself is operated and run under contract to the University by INTO University partnerships.

INTO University partnerships is a global provider of pathway programme in partnership with 24 other Universities in both the UK and US.

Reporting line

The Head of Student Services reports to the College Director.

Job dimensions

To ensure high levels of student satisfaction, by delivering high quality student support, including welfare, student administration, accommodation and social activities. Provide sound judgement and advice to the College Director in relation to enhancing the student experience and minimising organisational risk, particularly around immigration and safeguarding legislation.

Key accountabilities and duties

- As a member of the College's Senior Management Team, you will support the College Director in the delivery of the strategic and operational objectives of the College. In addition to your key accountabilities, you will demonstrate role model behaviour and organisational compliance.
- You will be directly responsible for the Student Services Team.
- You may also be required to deputise for the UWA College Director when required and as appropriate.
- You will enhance the experience of students studying at the College by managing the

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operation of student services in an effective and efficient manner. To understand the College's duty of care to various categories of students and to ensure those risks are understood by the College's senior management team.

Student Support and Welfare

- To provide a duty of care to all our students, paying particular attention to those aged under 18 in the context of national and local safeguarding legislation.
- To keep updated on relevant national guidelines and legislation in relation to international students and student welfare.
- To propose caregiver companies who can provide care and support for under 18 students.
- To monitor the nominated caregiver companies to ensure they are meeting the agreed standards of care.
- To communicate safeguarding responsibilities across the College including those relating to radicalisation, LGBTQ+ and mental health.
- To be up to date and responsive to government legislation on all aspects of safeguarding within education.
- To draft and review and implement any relevant policies or procedures relating to international students and their accommodation, welfare and immigration status in consultation with the College Director and appropriate UWA College, UWA and IUP employees.
- To ensure that all the employees within the student services team follow the agreed processes and procedures drawing particular attention to UWA College and INTO's Safeguarding Policy.
- To deal directly with student welfare issues signposting onto other agencies as appropriate.
- To oversee all non-academic behaviour and disciplinary issues.
- To deliver a student orientation programme ensuring that students are knowledgeable and informed at the start of and during their time in the College.
- To run a front desk and telephone service to support the students and UWA College.
- To liaise with students to ensure high levels of student satisfaction.
- To manage the arrival of students into the College ensuring that all services provided are joined up, consistent and of a high-quality.
- To respond to non-academic student complaints.
- To respond appropriately to student welfare and support emergencies, including out of hours as required.

Student Administration

- To liaise with UWA College Admissions regarding admissions strategy.
- To provide pre-departure and other student information in a timely manner to relevant stakeholders.
- To ensure compliance with and provide training on Australia's visa regulations.
- To ensure that students are issued with correct paperwork in relation to OSHC, banking, and visa renewals.
- To ensure that all student records are maintained and kept up to date to ensure compliance with UWA, INTO and Australian National policies and regulations.

Accommodation

- To ensure students accommodation preferences are met where possible and that student satisfaction remains high with regards to their living arrangements.
- To ensure that both homestay and residential accommodation meets the standards required by relevant accreditation schemes.

- To liaise and negotiate with accommodation providers to source suitable accommodation.
- To assess nomination agreements with providers.
- To oversee the allocation of student accommodation in residence and homestay.
- To ensure maximum occupancy within the INTO residences.
- To monitor behaviour within the residences to ensure resident students enjoy a good living experience.
- To ensure that the under 18s or vulnerable students are carefully monitored.
- To ensure that Health and Safety issues within residences are reported and resolved.

Social Activities

- To co-ordinate and manage a range of social activities.
- To provide a self-funded social programme.
- To ensure secure and accurate recording of any monies taken through the social programme.
- To ensure that risk assessments are carried out at an appropriate level.
- To encourage the integration of diverse nationalities through culturally engaging social activities.
- To encourage development of a student peer support network through the social programme.

People Management

- To inspire and motivate Student Services staff to deliver high quality performance in all areas.
- To line manage Student Services staff and positively influence and guide all staff who contribute to the student experience.
- To manage the performance and development of all Student Services Staff within the College.
- To promote a collaborative working environment to maintain and enhance the quality of the student experience.

Other

- To establish and maintain good working relationships with the UWA and peers and colleagues at INTO Centres.
- To establish and maintain good working relationships with the recruitment and marketing teams, helping to provide marketing material.
- To provide timely and accurate information as required by the College Director and relevant stakeholders.
- To manage the department within agreed budgets.
- To be responsible for relevant financial record keeping and to work with College and IUP Finance teams to ensure that financial commitments are monitored and controlled.
- To take overall responsibility for the emergency out of hours phone service.
- To work outside of office hours where required.
- To be a key holder and emergency contact for the College where applicable.
- Occasional travel within Australia and internationally may be required.

Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request.

We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The role is based in Perth. Travel within Australia and internationally may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The role holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

All applicants who are offered employment will be subject to a National Police Certificate before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

See next page for person specification...

Person specification

	Essential	Desirable
Legal Status	<ul style="list-style-type: none"> • Eligibility to work in and travel freely within Australia. 	
Academic Qualifications	<ul style="list-style-type: none"> • Undergraduate degree or equivalent. 	<ul style="list-style-type: none"> • Professional qualifications relevant to the role.
Experience and achievements	<ul style="list-style-type: none"> • Recent experience of working in a student services or other specialist advisory capacity. • Line management and budgetary responsibility. 	<ul style="list-style-type: none"> • Recent experience of working with international students from diverse countries. • Experience of working with international students on pre-university courses. • Management experience within an HE or FE student services environment.
Skills/Knowledge	<ul style="list-style-type: none"> • Excellent command of written and spoken English. • Good IT skills including competence in the interpretation of management information. • Facilitative management style: able to establish, manage and motivate a team in a fast-paced dynamic environment. • Ability to build and manage relationships with peers, senior managers, university stakeholders, parents and students from a range of ethnic and cultural backgrounds. • Ability to prioritise, meet deadlines and work under pressure with defined resources. • Commercially astute, with the ability to reconcile the twin imperatives of delivering quality programmes and working in a commercial environment. 	<ul style="list-style-type: none"> • An awareness of issues in marketing educational services in an international context. • Understanding of working in student admissions or student services and proven delivery of good customer service skills in the production and analysis of data. • Use of Salesforce.com or other similar CRM systems or databases.



	<ul style="list-style-type: none"> • Ability to put in place procedures that are effective and efficient and produce timely management information. • Initiative and problem-solving capability. • Ability to analyse and communicate the differing needs of a diverse student body (including children, young adults and mature students, across a range of academic programmes). 	
<p>Knowledge and understanding</p>	<ul style="list-style-type: none"> • Sound knowledge of the Australian higher or further education sector. • Knowledge of the needs and expectations of international students. • Knowledge of relevant legislation and its implications for educational establishments. • An awareness of Safeguarding obligations within private education. • Ability to communicate with employees at all levels and ensure the message is clearly understood. • Ability to recruit and develop employees and deliver training and performance management. • Understanding of working in student admissions or student services and proven delivery of good customer service. • Committed and responsible for promoting and safeguarding the welfare of children and young adults. • Experience of best practice in a student service environment. 	<ul style="list-style-type: none"> • Personal familiarity with the challenges of language learning and/or of living in a foreign country.