SAE is the world’s leading educator in creative media industries. Established in 1976 we have 53 campuses in 27 countries offering certificates, diplomas and degrees. Our students get practical, hands-on training with experienced and dedicated teachers in world-class facilities. At SAE we aim to unleash the potential of our students so they are industry-ready and eager to launch their career in Animation, Audio, Design, Film, Games, Web & Mobile. SAE Australia has campuses located in Brisbane, Sydney, Melbourne, Adelaide, Perth and Byron Bay.

If you have a passion to assist and support students to reach their full potential and an affinity for the creative media, entertainment, film and music industry and have a passion for assisting students then this is the ideal role for you.

What it is:

- Supporting, advising and nurturing students on all aspects of student life
- Assisting and advising in matters of welfare, well-being, time and study management and referral support
- Enhancing the student experience through the organisation of special social events and representative groups
- Presenting information sessions and support seminars to commencing and existing students
- Provide course advice to potential students
- Organisation and management of key student events such as orientation and graduation and student driven social activities
- Participate in marketing events and public presentations as required

What we want:

- Proven experience in a student support services in a college environment
- Appropriate qualification level in a related field
- A well-presented professional, who is proactive with great written and verbal communication skills
- Exceptional social and team building skills
- Ability to work to deadlines and unsupervised
- Good computer skills and ability to perform administrative duties
- A self-starter who is independently driven and can also work effectively in a team environment
- Energetic extroverted person who loves to work and assist students and staff

What you get:

- A dynamic role where no one day is the same
- Friendly, fun and creative workplace
- The position offered is full-time (38 hrs/week) and is classed as General Staff 6.1 under the Educational Services (Post-secondary Education) Award 2010
- SAE is part of the Navitas group and can offer future career opportunities within Australia and overseas.

You will be asked the following questions when you apply:

- Are you eligible to work in Australia?
- How many years’ experience do you have in a similar role?
- When are you available to start?
What to do next:

Please send a cover letter addressing the above selection criteria along with a current CV to:

Dean Pearson  
Campus Manager  
SAE Perth  
d.pearson@saed.edu

Applications close Fri 27th Jan 5pm
Position Description

Title: Student Services Advisor

Division: SAE

Reports to: Campus Student Services Coordinator and/or Assistant Manager

1. The Position
The Student Services Advisor (SSA) will provide efficient and effective support services to students.

The SSA will liaise with Academic staff in relation to non-academic and student welfare related matters which may impact on the student’s studies and course progression.

The SSA will liaise with all members of the Student Services team to ensure that individual student’s needs are addressed through the range of student services available.

The SSA will serve as the primary point of contact for enrolled students seeking general support, will provide advice and assistance to facilitate the quality of students’ educational and professional experiences, and will ensure that students are directed to appropriate parties for further help when required.

The SSA will help to ensure that the services they provide are conducted in accordance with relevant SAE Institute Pty Ltd (the Institute) policies and procedures.

2. Reporting
The position reports to the Campus Student Services Coordinator and/or Assistant Manager.

The position also has a function reporting responsibility to the National Manager of Student Services.

The position liaises directly with the Campus Academic Coordinator (CAC) and Assistant Manager.

3. Objectives of the Position
3.1. Provide effective and efficient student support services to all students;
3.2. Ensure effective implementation of relevant Institute policies and procedures;
3.3. Support and implement the strategic directions of the Institute;
3.4. Enhance the quality of support services for students;
3.5. Ensure commitment to professional excellence in student support.

4. Duties and Responsibilities:
The duties and responsibilities include but are not limited to:
4.1. Presentation of the following seminars/workshops at Student Orientation:
   4.1.1. Student Support;
   4.1.2. Transitioning to Tertiary Study;
   4.1.3. Time and Study Management;
   4.1.4. Student Council.

4.2. Conduct an additional Orientation Program for International students to assist with ‘settling in’ to life and studying in Australia;
4.3. Assist with Early Intervention Support (EIS) for students with special learning needs or disabilities;
4.4. Provide consultations for students with non-academic and welfare related matters such as:
   4.4.1. Study Skills
   4.4.2. Time Management
   4.4.3. Social Inclusion
   4.4.4. Accommodation
   4.4.5. Transport Options
   4.4.6. Local Services
   4.4.7. Policy/Procedure Clarification
4.5. Maintain professional standards of discretion, confidentiality and privacy in respect to communication and information provided by students;
4.6. Direct students with personal welfare related matters to external professional service providers;
4.7. Assist with identification of students deemed ‘at risk’ and provide support as required;
4.8. Conduct weekly Participation Reports and investigate cases of student absenteeism;
4.9. Assist the CAC with the development of personalised study plans;
4.10. Assist students with grievances and complaints as required;
4.11. Assist the student body to establish informal community and support groups (including minority groups such as women, international students, indigenous students and student with disabilities or special learning needs);
4.12. Coordinate the formation of a Student Council;
4.13. Induct all elected members of the Student Council;
4.14. Act in the role of Chair for the Student Council and perform all tasks outlined for the Chair;
4.15. Assist with arranging and participate in events and functions (Industry Nights, Expos, Open Days, Graduation Ceremonies);
4.16. Provide support to the Campus Academic Coordinator and Campus Student Service Manager relevant to the position objectives;
4.17. Produce Data reports for the Campus Manager, Assistant Manager, and National Manager of Student Services (e.g. Class Participation, SAR);
4.18. Assist the National Manager of Student Services by identifying and reporting opportunities for the continuous improvement of student services at SAEQ;
4.19. Participate in the Student Services Leadership Group meetings as required;
4.20. Become proficient in the use of Institute Management Systems;
4.21. Maintain professional, positive and productive relationships with internal and external associates and clients;
4.22. Maintain the highest levels of professional conduct and behavior in representing the Institute and the position;
4.23. Undertake other tasks appropriate to the position as requested by Management.

5. Selection Criteria
5.1. Demonstrated focus on student engagement
5.2. Ability to help and assist students in all matters of welfare, time & study management, referral support and student driven social activities.
5.3. Demonstrated effective interpersonal skills;
5.4. Demonstrated high level of communication skills both verbal and written
5.5. Ability to present interesting and stimulating information sessions;
5.6. Ability to prioritise and to meet deadlines;
5.7. Ability to work in and foster a harmonious working environment;
5.8. Ability to interpret and communicate relevant institutional policy and procedures.

Desirable
5.9. Passionate about the creative Media Industry (Music, Film, Games, Design or Animation) and helping students achieve their dream career.
5.10. Experience in the provision of support services;
5.11. Post-secondary qualification(s) or equivalent relating to either Education or Counselling.

6. Key Performance Indicators:
6.1. Demonstrated high level of performance in the provision of student support services, evidenced by positive feedback from students, staff and other stakeholders;
6.2. Contribution to maintaining harmonious working relationships within the Institute;
6.3. Contribution to the development of materials and documentation within student services;
6.4. Successful development and enhancement of internal and external staff and client relationships;
6.5. Maintenance of accurate records;
6.6. Attendance at all the Institutions events as required;
6.7. Understanding of and adherence to WH&S, Anti-Discrimination, Sexual Harassment, Access and Equity, Equal Employment Opportunity, the principles and practices of the Privacy Act and other relevant legislation;
6.8. Familiarity with and adherence to the Institute’s policies and procedures;
6.9. Effectiveness and efficiency demonstrated by all duties being carried out and completed satisfactorily and in a timely manner;
6.10. Effective implementation of the Institute’s management decisions and policies.