POSITION SUMMARY
This position aims to enhance the student experience by engaging students, providing individual and group support, developing innovative programs and events, and participating in university-wide initiatives. They support students to achieve their academic goals addressing any issues impacting course progression, completion and success. The Advisors also contribute to supporting specifically targeted groups such as students in transition, first year students, and first in family. To achieve the best possible outcomes for students the Educational Support Advisor collaborates with other service areas within Student Life and Learning, Faculties, academic administration, and external service providers.

ORGANISATIONAL ENVIRONMENT
Overview of the Divisional Work Unit
UNSW Australia is one of the country's leading research and teaching universities. Established in 1949, it is ranked among the top 50 universities in the world, renowned for the quality of its graduates and its world class research. With more than 50,000 students from over 120 countries, it is one of Australia’s most cosmopolitan universities.

The main UNSW campus is located on a 38-hectare site at Kensington, seven kilometres from the centre of Sydney. Other major campuses are UNSW Art & Design in the Sydney suburb of Paddington and UNSW Canberra at the Australia Defence Force Academy. In addition to UNSW Canberra at ADFA, UNSW has eight Faculties - Art & Design; Arts & Social Sciences; Built Environment; Business School; Engineering; Law; Medicine; and Science – which offer an extensive range of undergraduate, postgraduate and research programs.

At the centre of the university's endeavours is a commitment to ensuring a positive and valuable student experience. The Division of Student Life and Learning has responsibility for a range of programs, services and initiatives to ensure students feel well-supported, achieve academic success, have a strong connection to the UNSW community and can engage in activities that complement their study programs. The multi-disciplinary team of the Office of the Director, Student Life and Learning, work to deliver a range of projects that support the student experience across the student life cycle, especially those related to the social inclusion and participation agenda.
Statistics
International students: 13,094
Commencing students: 12,690
Total number of enrolled students: 50,516

Reporting Relationships
Supervisor's title: Senior Educational Support Advisor
Other positions reporting to the supervisor: None
Positions reporting to this position: None
Other relationships: Staff works collaboratively with services within Student Life and Learning, as well as with Faculty, academic and professional staff, other University service providers and external service providers.

KEY DUTIES & RESPONSIBILITIES

- Maximise student academic potential, keeping students on track to achieve their goals through the provision of educational intervention and academic-related support, and the development of innovative programs and services.
- Identify issues impacting participation, progression, and success, and monitor and evaluate implemented strategies programs or services.
- Contribute to early intervention and other programs actively engaging commencing students, with particular focus on the participation of equity-based groups.
- Contribute to the development of effective resources, educational programs services and supports for students (including on-line and web-based delivery).
- Undertake individual student assessments, developing appropriate strategies to address any issues impacting a student's academic progression and educational outcomes.
- Liaise with key stakeholders both on campus and in the broader community to improve students’ access to support and the overall student experience.
- Ensure professional standards through participation in team meetings and professional development activities, maintaining accurate and timely records and monitoring service-related statistics.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.
SELECTION CRITERIA

- Relevant degree in education, social work, social sciences or related fields, with at least three years’ experience in an educational, service, or program area.
- Demonstrated understanding of the range of issues impacting on student participation, retention and success within the higher education sector.
- Project, group and event management capabilities in the development and delivery of programs, initiatives and events.
- Demonstrated well-developed interpersonal, communication, and collaborative skills to work effectively with key stakeholders.
- Proven experience providing high quality educational support, program or service delivery to people from diverse backgrounds including equity groups.
- Ability to be organised, to work productively both independently and as a member of a team, and flexibly respond to demands as they arise.
- Commitment to professional standards through participation in team meetings and professional development activities, maintaining accurate and timely record-keeping and monitoring service-related statistics. Capability using basic Microsoft Office and record keeping systems.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

Desirable

- Experience in developing resources, using technology, online learning, or social media to support learning.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.