Position title: Student Advisor  
Level: 5  
School/Unit: AGSM MBA Programs  
Faculty/Division: Australian School of Business  
Updated by: C. Crosariol  
Date: May 2013  

A. JOB PURPOSE

This customer service role is primarily responsible for providing advice to postgraduate student enquiries on enrolment, program transfer, examinations and student appeals. Managing enquiries, processing information and providing excellent customer service in person, via phone and email are significant aspects of this role.

B. MAIN DUTIES

• Provide complex advice to postgraduate students on enrolment, progression, study plan changes, transfer and pathways, assessment and appeals, graduation and recognition of prior learning
• Monitor student attendance in line with faculty policy
• Assist in the coordination of all administration in relation to graduating students including potential graduand checks, management of overload students and monitoring of units completed
• Process, record and file documentation relating to student matters including student request forms
• Update relevant hardcopy polices and information, as required
• Manage enquiries in person and via email and phone
• Identify and recommend actions within the team to improve service levels to students
• Contribute to the development and implementation of internal systems and processes to ensure high quality services
• General office duties as required
• Participate in the student grade review process ensuring effective management of student appeals and liaise with adjunct faculty and course leaders, as appropriate
• Contribute to the development and implementation of policies
• Produce reports as requested
• Represent AGSM MBA Programs at events including: New Student Sessions; orientation activities, marketing events (including Information Evenings, Open Days and trade fairs) and exams, as required
• Cooperate with all health and safety policies and procedures of the University and take all reasonable care that their actions or omissions do not impact on the health and safety of others in the University
• Additional duties as required, as allocated by the Team Leader.

C. ENVIRONMENT

The Australian School of Business at the University of New South Wales is one of the largest business schools in Australia with over 250 full-time academic staff and over 11,000 students. The school has developed the strategic goal of becoming the leading business school in the Asian region. To support this objective, the school offers a range of quality undergraduate and postgraduate degree programs to attract and retain the highest achieving students.
AGSM MBA Programs operates within the Australian School of Business and is responsible for all aspects of administration from recruitment of students, through orientation and enrolment services to graduation and careers services. In addition the Director of Operations oversees activities for web development and services, educational technology and educational development.

The Student Experience team is the first point of contact for all current MBA students requiring advice on enrolment, examinations, special consideration, assessments, graduation, marketing/events and general information.

The **MBA (fulltime) Program** is the preeminent Postgraduate Program offered by the Australian School of Business and attracts high calibre local and international applicants. The program provides an intensive and integrative learning experience at the Kensington campus. The program selects between 65-90 students each year via a highly competitive process.

**MBA (Executive) Program** is the AGSM MBA Programs' largest graduate teaching program serving the needs of over 2,500 students in Sydney and in six other cities around Australia. The Strategic Management Year (SMY) is the final stage of the MBA (Executive) Program, admitting only the top ranking students.

The **Graduate Certificate of Change Management** is an innovative online program specifically focussed on change.

**D. STATISTICS**

*Australian School of Business staff:*

- Academic 350
- Professional & Technical 215

*MBA Program Students:*

Postgraduate 2,500 (approximately)

**E. REPORTING RELATIONSHIPS**

Supervisor: Student Experience Team Leader

This position interacts with: the Student Experience team which comprises of 1 x Team Leader, 4 x Student Advisors, 1 x SMY Coordinator, 1 x Global Partnership Coordinator and 1 x MBA Coordinator.

The position interacts with the Program Delivery and Development Team, AGSM MBA Instructors, Recruitment and Admissions Team, Studio and students.

**F. PRINCIPAL ACCOUNTABILITIES**

- Ensure that postgraduate students receive consistently high quality student services
- Ensure a customer focused approach to enquiries
- Ensure that accurate, timely and consistent information is provided to key stakeholders
- Ensure that positive relationships with key stakeholders are developed and maintained
- Generate reports in a timely and accurate manner
- Maintain up to date knowledge of program policies and procedures
- Ensure that student databases and files are complete and accurate
- Contribute to the direction and implementation of policies and procedures
- Actively assist the Student Experience Team Leader with their objectives
G. SELECTION CRITERIA

• A tertiary qualification, or an equivalent level of knowledge gained through any other combination of relevant education, training and/or experience
• High level computer skills including an understanding of and experience in using and manipulating database information
• Experience in and a proven commitment to, customer service of the highest calibre
• Experience in performing administrative tasks accurately in a high volume, process-driven administrative environment with variable workflow patterns and to fixed deadlines
• High level organisational skills with a demonstrated ability to solve complex problems/enquiries
• Ability to work accurately and have attention to detail
• Excellent interpersonal and communication skills including the ability to liaise with a diverse group of people
• A willingness and enthusiasm to maintain and improve skills as new systems are developed and implemented
• Knowledge of EEO principles
• Knowledge of OHS responsibilities and commitment to attending relevant OHS training