



## **How to Apply**

Your application must be received by UNE Life Human Resources by the closing date listed on the position advertisement. **Applications received after the closing date will not be accepted.**

Applications must be emailed to [dhiscox@une.edu.au](mailto:dhiscox@une.edu.au)

Your application should include the following:

- A Cover Letter
- A copy of your current CV
- A statement addressing the Selection Criteria as detailed in the Position Description
- Current Referee contact details
- Copies of current/valid qualifications as detailed in the Position Description

## **About the Application Process**

After reviewing the applications, the selected candidates will be called for interviews. This process may take one to two weeks.

All applicants will be contacted when the hiring process is complete.

Please contact Deb Hiscox on 02 6773 2612 if you have any questions regarding the application process, otherwise all queries relating to the position should be directed to the person notated in the position advertisement.

## **Position Details**

ITEM	DETAILS OF OFFER
Commencement date:	February 2019
Type of engagement:	12 month Fixed Term
Position offered:	Student Advocate
Location of position:	Uni4Me office, Armidale

Reporting to:	Manager, Communications & Student Experience, UNE Life
Modern award coverage:	Higher Education Industry (General) Staff Award 2010
Base salary:	\$50,068.20 per annum
Superannuation Guarantee rate:	9.5%
Ordinary hours of work:	36.75 hours per week
Annual & personal leave:	Entitled to accrue Annual Leave – 20 days Personal Leave – 10 days
Probationary period:	6 months
Notice period:	4 weeks



## POSITION DESCRIPTION

<b>JOB TITLE</b>	Student Advocate
<b>BUSINESS UNIT</b>	Uni4Me, Student Experience
<b>REPORTING TO</b>	Senior Student Advocate & Compliance Officer
<b>LOCATION</b>	Armidale
<b>CLASSIFICATION</b>	HEIW 5.1 (PACCT)
<b>DATE</b>	January 2019

## PURPOSE OF THE POSITION

The Independent Student Advocate will provide student advocacy services to the students within the University of New England. Advocates will be responsible for providing assistance and services to undergraduate and postgraduate students on an individual basis, by representing their cause or interest in areas that impact the quality of their experience whilst studying at UNE. The role is to ensure that students have fair representation, provide relevant information and act as a liaison or support person as required by the Student Services, Amenities, Representation and Advocacy Guidelines (2013) within the Higher Education Support Act 2003.

## ORGANISATIONAL CONTEXT

UNE Life is a wholly owned, not-for-profit entity of the University of New England independently governed by a Board of Directors and managed by a Director. We are a business dedicated to enhancing the experience of our students, staff and community through the provision of quality and innovative service both on-campus and off campus in the wider Armidale community.

UNELife is divided into five (5) business units:

- Commercial Services - incorporating our retail outlets, restaurant and cafes, catering and cinemas businesses.
- Sports UNE – incorporating our gym, on campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information/Event Management
- Corporate Services – finance, governance, information management and human resources.
- Student Experience – incorporating Tune FM (student radio) and Uni4Me (student advocacy services)

Our success to date has been built upon our ability to deliver a financially viable business whilst maintaining a relentless focus on performance and service excellence.



## KEY ACCOUNTABILITIES

1. Support students in a range of settings where their interests are affected including; preparing students for academic, disciplinary and administrative meetings and hearings.
2. Assist University of New England students with accommodation, financial matters, legal concerns & employment and refer where required.
3. Interpret and apply:
  - I. University policies and procedures including residential, scholarship information and the full scope of academic policy;
  - II. Centrelink and other government policy, guidelines and legislation which relates to students, including international and full-fee paying students.
4. Maintain knowledge of the full range of support services available to students at the University, including federal, state and local support services and refer when required.
5. Maintain accurate and confidential electronic records on cases, prepare report on the usage of services by students, identify trends and ensure adequate allocation of resources.
6. Develop and maintain relationships with UNE Faculties and Directorates.
7. Any other duties as directed by the Communications & Student Experience Manager.

## LEADERSHIP ACCOUNTABILITIES

- Espouse UNE Life values
- Ensure UNE Life meets its legislative/compliance obligations
- Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe and innovative work environment
- Promote a harmonious and inclusive workplace free of discrimination, harassment and bullying.
- Contribute to the development of a culture of continuous improvement

## KEY RELATIONSHIPS

- External Stakeholders
  - Third-party support services
  - Contractors,
- Internal Stakeholders:
  - UNE Students
  - UNE Life Colleagues
  - UNE Colleagues

## SELECTION CRITERIA

1. This role requires a skill level which assumes and requires knowledge or training equivalent to:
  - I. Completion of a relevant degree or associate diploma level qualification; and/or
  - II. an equivalent combination of relevant experience and/or education/training.



2. Demonstrated excellent interpersonal, oral and written communication and organisational skills, including the ability to interact easily and constructively with students and colleagues.
3. Demonstrated understanding of a wide range of issues affecting students including familiarity with culturally sensitive service provision.
4. Demonstrated time management, planning and analytical skills appropriate to the position, whilst maintaining confidentiality.
5. Proven ability to interpret and apply complex rules, procedures and legislation in a large organisation.

## POSITION DIMENSIONS

### Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

### Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

## CHALLENGES

Major challenges facing the position are:

- Delivering consistent services and support across multiple locations/businesses.
- Addressing and resolving problems in daily operations in a business punctuated by peaks and troughs, including workflow issues, student participation, staff motivation and performance;
- Able to work under pressure, think laterally, react quickly and flexibly and manage in competing priorities.

## EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

