



POSITION DESCRIPTION

Position:	Student Experience Officer
Department:	Student Success
Reporting to:	Manager, Student Experiences
Salary Range:	Band Level 2S, FTE \$73,773 plus 17.5% leave loading plus 11.5% superannuation
Contact:	Manager, Student Experiences
Date:	March 2025

POSITION SUMMARY

This position, a student-facing role is to be the initial contact point for Pathways School students and takes phone and email enquiries. The role requires a warm, organised and flexible person who has experience of and enthusiasm for customer service. They have the ability to develop rapport with students aged 16 to early 20s from a range of countries and cultural backgrounds. The role requires an ability to maintain attention to detail despite interruptions in a busy workplace. The role takes direction from and implements priorities, delegated by the Manager, and ensures the smooth operation of events run by the Student Experience team.

The role will be based in the Student Hub at the centre of the Gateway Building and will offer opportunities to contribute to and learn about many facets of an international education business. This role is fully on-campus.

SELECTION CRITERIA

Essential

1. Previous experience in customer service and/or event planning– work experience in an international education setting will be highly regarded
2. Demonstrated attention to detail and accuracy in conveying and documenting information to ensure clarity and accountability
3. High level of verbal and written communication, with a demonstrated ability to adapt language for diverse student needs.
4. Ability to prioritise competing demands and tasks
5. Proficiency in the Microsoft Office suite, including basic-level Excel skills, and the ability and willingness to learn new software as required
6. Ability to problem solve and contribute positively within a team environment whilst working proactively and autonomously
7. An interest in and desire to contribute to the educational vision, values and planning and strategies of the College.
8. An understanding of Equal Employment Opportunity, and commitment to equity and cultural diversity.

Further Information:

1. Applicants must be Australian Citizens, Permanent Residents or hold a valid work permit or visa Evidence of status will be required.
2. The successful applicant must secure, or be in the process of securing, an approved Working with Children Check



KEY RESPONSIBILITIES

1. Responding to on-site, phone and online enquiries from students, parents and other visitors, either attending to the query until solved or referring to other staff of the Pathways School
2. Assisting the Manager, Student Experience with administrative work for Orientation, Valedictory, Clubs and other activities, including maintenance of information on webpages, and responding to emails sent to Student Experience
3. Assisting students with services including but not limited to access cards, student cards, fee payments and loan of sports equipment, with associated administration and maintenance
4. Develop and deliver clear, engaging communication tailored to diverse audiences, including creating content for the college newsletter
5. Liaising with the main College reception, including maintenance of consumables in the printers, ordering of stationery for the Pathways School, and notifying students/staff of the arrival of documents and parcels.
6. Supporting the Pathways School as a first-aider and floor fire warden – training will be provided if needed
7. Attending Student Success meetings and other meetings as required
8. Other duties that support the operation of the Pathways School as directed by the Manager – Student Experience which may include working occasionally on another campus.

CHILD SAFETY

Trinity College is committed to providing a safe, secure, disciplined and quality learning and residential environment in which all students can develop their individual talents, interests and abilities through a curriculum that fosters the intellectual, physical, social and moral development of the student. The College is committed to the safety of all children, and to providing a culturally safe and inclusive environment for those from diverse backgrounds.

OCCUPATIONAL HEALTH AND SAFETY (OHS)

All staff are responsible for safe work procedures and instructions.

All Employees must:

- Comply with the Trinity College OHS Policy.
- Cooperate with your employer about any action they take to comply with the OHS Act or Regulations.
- Comply with safe work practices, with the intent of avoiding injury to yourself, others and damage to plant and equipment.
- Comply with any direction given by management for the intent of health and safety.
- Report all accidents and incidents that occur in the workplace immediately.
- Report all known or observed hazards to ensure corrective actions are implemented to avoid reoccurrence.
- Adopt work practices that support OHS in the workplace.
- Seek guidance for all new or modified work procedures implemented within the workplace.
- Participate in meetings, training and other environment, health and safety activities as required.

TRINITY COLLEGE

Founded in 1872 as the first college of the University of Melbourne, Trinity College is a unique tertiary institution that provides a diverse range of rigorous academic programs for more than 1,500 talented students each year from across Australia and around the world. These programs include:

- The Residential College for undergraduate students of the University of Melbourne, both resident and non-resident.
- The Pathways School, including Trinity College Foundation Studies (TCFS), a one-year course which prepares able overseas students for undergraduate entry to the University of Melbourne and other leading Australian universities.



TRINITY COLLEGE

THE UNIVERSITY OF MELBOURNE

- Trinity College Theological School (TCTS), which offers degree and other courses for training an forming Anglican clergy and others, on campus, online and in parishes.

Trinity has values of:

- Being respectful of ourselves and others
- Aspiring for excellence
- Seeking diversity and inclusivity
- Acting with integrity
- Fostering a sense of belonging

Trinity promotes academic excellence across a balanced, all-round education that includes both 'breadth' and 'depth' of content, together with the development of ethical values, personal integrity, leadership and social responsibility. A Trinity education is further characterised by a high level of international engagement and a strong commitment to equity and diversity.

These educational programs are supported by the College Library, Art Collection and Archives, Information Technology, the College Chapel and Chaplaincy, Music – including a world-class Choir – Marketing, Communications and Events, Human Resources, Property and Facilities Services, and Finance and Administration. The Advancement Office and Trinity College Foundation undertake friend-raising and fund- raising activities that benefit the College as a whole.

An Anglican institution, Trinity welcomes people of all faiths and none. The College celebrates, and is enriched by, the diversity of backgrounds of its staff and students.