



Position Description - Student Experience Manager

Description and Selection Criteria

Lincoln Education Australia (LEA)

Lincoln Education Australia is a values-based, not-for-profit institution offering innovative, contemporary courses and exceptional teaching in a high-quality, multi-cultural learning environment with modern facilities and wide-ranging academic and learning support services. LEA promotes a culture of performance excellence through regular professional learning activities and leadership programs.

The Lincoln Education Australia vision is to become a world-class provider of higher education committed to preparing graduates with advanced knowledge and skills for career success, for transforming society and for responsible global citizenship. Our mission is to advance knowledge and scholarship, prepare students as critical and creative thinkers capable of responding to real-world challenges, develop leaders, inspire entrepreneurs and promote lifelong learning.

LEA begins operation in 2023 with a Bachelor and Masters degree that combine Business, Information Technology and Cyber skills. **These are entirely new degrees developed in collaboration with leading Australian and international academics drawn from business, IT and cybersecurity studies.** This position offers an exciting opportunity for the successful applicant to contribute knowledge, creativity and energy to operationalise LEA's vision and mission during the inaugural year and to and shape future directions.

Position Purpose

The Student Experience Manager coordinates, oversees and manages a wide range of student support service areas including accommodation, travel, financial assistance, discipline, counselling, welfare, study skills, career advice, social and recreational activities, information and liaison. Promotes and fosters an organisational culture of high quality education embracing cultural diversity, instilling humane values and intercultural awareness.

Position Description

The Student Experience Manager is appointed on a five-year renewable contract basis and is responsible for the delivery of responsive, proactive and consistent student support services to enable the strategic outcomes of LEA. The Student Experience Manager reports to the Chief Operating Officer and contributes and supports the strategic development and management of LEA's academic offerings and services to students.



The level of appointment is dependent on qualifications and experience. Academic equivalency is assessed on a combination of formal qualifications and professional experience. The minimum requirement for the Student Experience Manager is academic qualifications with relevant professional or practice-based experience at Australian Qualifications Framework or AQF Level 8 (equivalent to a Bachelor or Master degree and a minimum five years of related experience).

Responsibilities and Duties

The responsibilities and duties of the Student Experience Manager include:

- Planning and developing goals and objectives regarding all the student services to be provided according to LEA Strategy Plan;
- Overseeing, coordinating and efficiently managing and effectively various student affairs related functions, including accommodation, travel, financial assistance, discipline, counselling, welfare, study skills, career advice, social and recreational activities, alumni, information and liaison, to ensure smooth and efficient operations of LEA;
- Educating and ensuring that the students and staff reporting adhere to all the policies, guidelines and regulations of LEA, including the rules and regulations of privacy, confidentiality, copy rights, security and safety;
- Organising student activities including orientation, various ongoing information sessions, mentoring, and counseling;
- Overseeing accommodation and transport arrangements for students and guests and maintenance of the buildings and facilities;
- Supporting and assisting in the establishment and management of student associations, activity clubs / societies, student representative council and alumni;
- Ensuring welfare, health and wellbeing of students and providing the necessary support;
- Liaising with Human Resources on matters affecting staff and on disciplinary action on students;
- Liaising with immigration authorities and police on relevant matters to support students;
- Monitoring and addressing any study / work place disputes, complaints and harassment allegations;
- Liaising with other administration sections of LEA including Finance, ICT Systems, Admissions, Enrolment and Graduation, on relevant student support services;
- Supporting and assisting students in developing study skills, internship programs, industry / agencies (private and government) training and placements;
- Managing student experience surveys and reporting;



- Maintaining and reporting statistics and information related to various student services and activities; and
- Any other duties that the COO and Management might give from time to time.

Essential Selection Criteria

- Bachelors or Masters in a related discipline.
- At least 5 years of administration related experience, preferably in a higher educational institution;
- Highly developed knowledge and expertise required for managing and ensuring smooth running of student support services and 'the student experience';
- Demonstrated ability to think strategically, problem solve, plan and prioritise, organise and manage;
- Excellent administrative capabilities;
- Good computer skills and contract management skills; and
- Highly developed interpersonal, team and stakeholder management skills, as well as excellent communication and presentation skills.

Desirable Selection Criteria

- Previous experience working within the higher education sector is highly regarded; and
- Relevant professional memberships.

Equity and Diversity

LEA is an equal opportunity employer. Equality of opportunity and access is a critical priority for LEA. All LEA staff are wholly committed to equal opportunity in education, employment, and the welfare and wellbeing of students and staff. All staff at LEA are recruited and promoted on merit.

Occupational Health and Safety (OHS)

All staff recruited to LEA are inducted into a safe and healthy working environment. All staff at LEA are required to take all reasonable precautions for their own health and safety and that of other personnel who may be affected through their conduct. All staff are required to understand OHS responsibilities applicable to their position in LEA. Additional OHS responsibilities apply for staff supervisors, Managers, and other senior LEA personnel.

Reporting Relationship

The Student Experience Manager reports to the Chief Operating Officer and works closely with the Academic Dean and Registrar.



Direct Reports

The Student Experience Officers report to the Student Experience Manager.

Remuneration Package

An attractive package is negotiable, and includes superannuation and other benefits that go with the position. Professional development as applicable will be provided.

For queries, please contact

Srinivas Avvari

Chief Operating Officer

Email: coo@lincolnaustralia.nsw.edu.au

Stating the job title in the Subject line