



Position Description - Student Experience Officer

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 Officer (SEO) provides administrative, technical and executive support to the Student Experience Manager to implement LEA's strategy and to support and manage LEA's relationship with students from enrolment to graduation, including initiatives directed towards improving the student experience.

The SEO staffs the campus office, which provides shop front services, as well as organises events on campus as part of the Student Experience team. Shop front services include information, assistance, referral, and advocacy whilst also promoting the broader range of LEA services available to on and off campus students.

The SEO provide supports and management of the relevant operations of LEA, within the broad parameters of LEA's strategic directions, in accord with LEA mission and Strategic Plan 2021-26. Promote and foster organisational culture of high quality education embracing cultural diversity instilling humane values and intercultural awareness.



Position Description

The SEO is appointed on a five-year renewable contract basis and is responsible for the delivery of responsive, proactive and consistent administrative, technical and management support to enable the academic outcomes of LEA. The SEO reports to the Student Experience Manager and provides student support services to enable smooth and efficient running of LEA and contribute to the management of LEA's academic offerings and various 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 is a Bachelors degree or Diploma and 3 to 5 years of relevant professional or practice based experience.

Responsibilities and Duties

The responsibilities and duties of SEO:

- Provide timely student administrative services to support the admission to graduation lifecycle of students;
- Provide excellent customer service both in person and over the phone to all clients including providing advice on admission and enrolment procedures, fee information, progression, timetabling, graduation and other administrative schedules and processes as required;
- Ensure accurate student and course enrolment information is recorded through the use of LEA's Student Management System (SMS);
- Ensure administrative procedures are followed to meet the standard of service and reporting;
- Provide face to face support for students on campus;
- Provide information, direction and advice to students;
- Refer to appropriate support service as required;
- Take a case management approach to student issues to make sure they are resolved;
- Be an advocate for students;
- Provide an environment where students feel welcome and heard;
- Contribute to developing a social calendar of events for students;
- Support and oversee the student activities including orientation, convocation ceremonies and alumni events;
- Respond to student enquiries and resolve appropriately any issues or complaints, grievances and appeals;



- Support efficient and effective management of student services including provision of information, liaison, accommodation, financial assistance, counselling, welfare, study skills and career advice;
- Support and assist in the establishment and management of student associations, activity clubs / societies, student representative council and alumni;
- Monitor and address any study / work place disputes, complaints and harassment allegations;
- Ensure that all the operations are consistent with LEA policies and plans, including privacy, confidentiality, copyright, security and safety and also in accordance with the required government legislations and laws;
- Participate and support in LEA's activities and various committees as needed; and
- Any other duties that the Student Experience Manager might give from time to time.

Essential Selection Criteria

- Bachelor degree or Diploma within a related discipline;
- At least 3 to 5 years of related experience;
- Good organisation, communication, time management and problem solving skills and ability to plan and prioritise, organise and manage;
- Good interpersonal, team and stakeholder management skills, as well as excellent communication and presentation skills;
- A high level of attention to detail with the ability to prioritise tasks and work both independently and as part of a team; and
- Demonstrated computer proficiency and experience.

Desirable Selection Criteria

- Experience in the higher education sector is preferred.

Equity and Diversity

LEA is an equal opportunity employer. Equality of opportunity and access is a critical priority for the institution. All LEA staff are wholly committed to equal opportunity in education, employment, and the welfare 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 SEO reports to the Student Experience Manager and works closely with other Academic support staff.

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

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Stating the job title in the Subject line