

# Position Description

| Position Description Overview |                                      |
|-------------------------------|--------------------------------------|
| Position Title                | Student Experience & Support Officer |
| Position ID Code              | PEOP005                              |
| Work Area, Division           | People & Culture                     |
| Reports To                    | Chief People Officer                 |
| Direct Reports                | Nil                                  |
| Award                         | No Award Applicable                  |

| Proudly Perkins |   |
|-----------------|---|
| Our Vision      | A pioneering Western Australian medical research institute improving health outcomes globally.  |
| Our Purpose     | Helping people live healthier, longer lives.  |
| Our Values      |   |
| Respect         | Respect is at the core of our organisation. We treat everyone in our diverse community with honesty, integrity and respect.   |
| Innovation      | We are a talented group of like-minded individuals at the forefront of modern medical research, using our creativity and the latest technology in our relentless quest for medical breakthroughs. |
| Passion         | We bring a passion and commitment to every aspect of our work.  |
| Collaboration   | We recognise the power of working closely with each other and our collaborators to achieve the outstanding results for which we strive.   |

| Diversity and Inclusion Statement   |
|---|
| At the Perkins, we value, embrace, and celebrate the strength of our diverse experiences, thoughts, and beliefs. We are committed to a safe, equitable and inclusive culture where every person can innovate and thrive. This enables us to deliver pioneering research that improves global health outcomes. |

| Position Purpose   |
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| This position acts a key support for students undertaking their higher degree by research (HDR) at the Perkins across a range of areas, providing guidance to students, supporting them to successfully achieve their HDR, and enhancing the experience and wellbeing of students at the Perkins throughout the student lifecycle. |
| Importantly, this position acts as a liaison between students, their university, the Perkins, and Group Leaders/student supervisors, ensuring expectations and requirements are clearly communicated and met.  |

| Position Outcomes and Key Goals   |
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| <ol style="list-style-type: none"> <li>1. Provide a high-quality support and advice service to students, ensuring they are familiar with and able to achieve the milestones of their HDR.</li> <li>2. Facilitate and support the development and implementation of an Education Committee for the Perkins.</li> <li>3. Identify and implement opportunities to improve the experience of students at the Perkins.</li> <li>4. Bridge the gap between students, their university, the Perkins, and Group Leaders/student supervisors.</li> </ol> |

| Position Title                       | Version | Date Approved | Responsible Manager  | Responsible Executive | Approved             |
|--------------------------------------|---------|---------------|----------------------|-----------------------|----------------------|
| Student Experience & Support Officer | 1       | 26/11/2024    | Chief People Officer | Chief People Officer  | Chief People Officer |

## Key Duties/Accountabilities

1. Oversee student onboarding processes, ensuring students are provided with a positive welcome to the Perkins, and liaise with Group Leaders, People, Culture & Safety, and the relevant university to ensure students have a valid contract, the correct access, and are inducted appropriately.
2. Oversee and track the progress of HDR students to ensure they are on-track for successful completion, meeting with students and their supervisor(s) periodically and as required.
3. Monitor and track student completions and student experience at the Perkins and produce relevant reports for data analysis to identify and implement improvement opportunities.
4. Provide guidance to students regarding administration and funding requirements and liaise with Group Leaders to facilitate top-up scholarships or end of candidature support funds as required.
5. Build strong relationships with relevant departments at universities and ensure familiarity with student administration and HDR milestone requirements for knowledge sharing.
6. Identify and advertise relevant opportunities for professional development, scholarships, awards, and grants and consider ways these can be made more accessible for students.
7. Develop clear guidelines and supporting documents for students to meet their HDR milestones, and support students to coordinate their candidature tasks as required.
8. Map the Perkins student journey and identify opportunities to improve their wellbeing, experience, and engagement with the Perkins.
9. Conduct regular checks to ensure the Perkins has an accurate database of all students at Perkins.
10. Oversee student offboarding and transfer processes.
11. Assist students to raise grievances or concerns, encouraging them to resolve issues as soon as possible.
12. Coordinate student-related events and programs, including the Student Information Sundowner and Student Vacation Program.
13. Collaborate with key stakeholders to develop and implement an Education Committee for the Perkins.
14. Participate in relevant committees and complete other duties as requested by manager.

## Selection Criteria – Qualifications, Licences, Skills, Knowledge, Experience

1. Tertiary qualification in a relevant discipline or an equivalent level of knowledge gained through a combination of other education, training and/or experience.
2. Experience working in an academic or research-based environment with post-graduate students with a strong understanding of academia and the requirements and pressures involved for students to undertake higher degrees by research.
3. A genuine interest in student development, wellbeing, and psychosocial safety.
4. Excellent written, verbal, and interpersonal skills with the ability to effectively communicate with and engage diverse stakeholders.
5. Demonstrated ability to positively engage stakeholders using a professional, solutions-focused, continuous improvement approach.
6. Excellent administrative and organisational skills with the ability to successfully balance competing priorities and meet deadlines with attention to customer service.
7. Competency in process mapping, systems, and creating guidelines and workflows with a high level of attention to detail and with the end-user in mind.
8. Self-starter and the ability to work autonomously and proactively, as well as part of a team with broad direction.
9. Strong skills in influencing, problem solving, negotiation, and conflict resolution.
10. Demonstrated ability to apply, interpret, advise on, and contribute to the development of policies, procedures, guidelines, and administrative systems.
11. Competency in Microsoft Office 365.
12. Mental Health First Aid Certificate.

## Special Requirements

1. After hours work may be required in this position for student events.
2. The incumbent will be required to maintain a current Mental Health First Aid Certificate.

## Key Working Relationships

1. All HDR students.
2. Student Committee.
3. Universities, especially Graduate Research Coordinators.
4. Group Leaders.
5. EMCR Committee.
6. People, Culture & Safety team.
7. Communications.

## Work Health and Safety

1. Take reasonable care for the health and safety of self and others. This includes taking appropriate actions to avoid, eliminate or minimise hazards.
2. Act honestly and report all incidents, hazards, and injuries immediately.
3. Comply with any reasonable instruction given, or policy or procedure administered, by Perkins that supports Perkins to provide a safe work environment.
4. Use equipment and materials as trained and required, and according to the manufacturer's instructions.
5. Actively promote a positive safety and health culture, demonstrating attention to physical, mental, emotional, cultural and psychological safety.

## Professional Development

1. Accept responsibility for updating knowledge and skills related to professional practice.
2. Actively participate in performance feedback, reflecting on own performance and growth opportunities.
3. Contribute to the creation of development and performance goals.