


JOB DESCRIPTION

Position Title	Manager – Student Assist	
Department / Division	Student Assist / Student Services	
Position Number	2101	
Salary Agreement/Award	Curtin Student Guild Enterprise Agreement	
Position Classification	Level 6	
Nature of Employment	Full-Time / Part-Time considered	
Reporting Structure	This position reports to General Manager Student Services (GM) or alternate role nominated by the Managing Director.	
	Positions reporting to this position Student Assist Officers (<i>or relevant similar title</i>) As and if directed – Member Service Officers (<i>or relevant similar title</i>)	
Our Mission	To enrich the student experience through a strong student voice and inclusive services, whilst fostering a vibrant and fun community.	
Our Vision	To be the leading and most trusted, independent, student-run organisation in Australia, that is highly valued by our students, the broader sector and community.	
Our Values	Autonomy Equity Accountability Community Sustainability	
Purpose of Position	<p>The Manager – Student Assist is responsible for leading and managing the delivery of high-quality, student-centred support services within the Curtin University Student Guild.</p> <p>This role oversees a team dedicated to providing independent, confidential assistance to students on a range of issues including academic appeals, financial hardship, tenancy, welfare, and general advocacy. The position plays a key role in promoting student wellbeing, ensuring equitable access to support, and advocating for systemic improvements within the university environment.</p>	

	The Manager provides support and input to the GM for strategic planning and delivery, staff leadership, stakeholder engagement, and ensuring that the department operates in accordance with relevant legislation, university & Guild policies, and best practice standards.
KEY DUTIES AND RESPONSIBILITIES	
<p>Responsibilities may include but are not limited to:</p> <ol style="list-style-type: none"> 1. Leadership and Strategy <ul style="list-style-type: none"> • Lead, manage, and support the Student Assist team, including student assist officers (case managers), support officers, reception services and volunteers as applicable. • Support the GM develop and implement the strategic direction of the Student Assist department in alignment with the Guild's mission and student welfare goals. • Support the GM with the management of the departments budget, resourcing, and management reporting. • Support the GM to monitor and evaluate service delivery performance and implement improvements where necessary. • Develop and foster strong internal relationships with the Guild Management, other portfolios and student representatives/officers. • Actively supports the GM by contributing to the development and review of organisational policy and procedure which relate to Student Assist operations. • As required and in consultation with the GM, develop and maintain strategic relationships and partnerships with the University and wider community. • In consultation with the GM, manage the Student Assist function in a manner that is consistent with and contributes to the broader needs and goals of the Guild. • Responsible for risk management of Student Assist operations. 2. Student Support Services <ul style="list-style-type: none"> • Oversee the delivery of high-quality, confidential student support services including advocacy, welfare, academic appeals, and financial assistance. • Ensure services are accessible, inclusive, and responsive to diverse student needs. • Maintain up-to-date knowledge of university policies, academic procedures, and relevant legislation affecting students (e.g., international student regulations, tenancy laws, financial aid, etc.). • Provide guidance or intervention in complex or high-risk student cases as required. • Coordinate and manage external stakeholders and contractors to support the delivery of services including but not limited to Curtin University. 3. Policy, Advocacy, and Compliance <ul style="list-style-type: none"> • Advocate on behalf of students within the university environment, working collaboratively with university departments to resolve systemic issues affecting students. 	

- Work with the Governance Office to ensure compliance with all relevant laws, policies, and university regulations relating to the provision of student support services.
- As required contribute to policy submissions and represent student interests in relevant university or external committees and forums.

4. Engagement, Promotion & Education

- Promote Student Assist services through events, campaigns, workshops, and collaborations with other departments and student bodies.
- Oversee the development and delivery of educational resources and programs related to student wellbeing (e.g., tenancy rights, financial literacy, mental health awareness).
- Develop communication strategies to ensure students are aware of and understand how to access services.
- Represent the department on appropriate Curtin University boards and committees.

5. Staff Management and Development

- Support the GM to recruit, train, and supervise staff and volunteers within the department.
- With guidance from the GM, conduct regular performance reviews and facilitate professional development opportunities.
- Support the GM to ensure compliance with Guild policy and procedure.
- Foster a positive, collaborative, accountable and supportive workplace culture.
- As directed by the GM, assume responsibility for timesheet and leave management of staff within the Student Assist team.

6. Reporting, Evaluation and Other

- Ensure the maintenance of accurate and confidential case records in line with legal and ethical obligations and as prescribed by the Guild.
- Prepare regular reports and insights on service usage, student needs, and emerging trends for internal stakeholders and university partners.
- Use data and feedback to evaluate and improve service delivery and inform strategic planning.
- Keep informed of relevant developments in relevant student assist matters.
- All other relevant duties as directed by their GM.

Qualifications

Tertiary qualification and or relevant experience in a relevant field such as Social Work, Psychology, Community Services, Law, Education, Human Services, or a related discipline.

Knowledge, Experience and Skills	<p>Essential</p> <ul style="list-style-type: none"> • Proven experience (typically 3–5+ years) in a student support, case management, welfare, advocacy, or community services environment. • Demonstrated leadership experience, including team supervision, performance management, and service delivery oversight. • Strong knowledge of and experience working with legislation and policies affecting students (e.g., tenancy, academic appeals, financial aid, mental health, international student regulations). • Experience managing confidential and sensitive cases in a professional and ethical manner. • Excellent interpersonal, communication, and conflict resolution skills, with the ability to advocate effectively on behalf of clients. • High-level organisational and administrative skills, including the ability to manage multiple priorities and meet deadlines. • Demonstrated commitment to equity, diversity, inclusion, and student empowerment. <p>Highly Regarded / Desirable:</p> <ul style="list-style-type: none"> • Experience working in a tertiary education environment, student union/guild, or not-for-profit organisation. • Familiarity with student advocacy frameworks, academic misconduct processes, and student rights within a university context. • Knowledge of international student issues, including visa compliance, housing, and cross-cultural support needs. • Training in areas such as mental health first aid, trauma-informed practice, or crisis intervention. • Experience in developing policies, procedures, or educational resources related to student support services.
Uniform Requirements	<ul style="list-style-type: none"> • Office Attire, neat smart casual attire • Uniform may be prescribed for service delivery requirements - to be laundered by you and always of a high standard.
Other relevant job information	<ul style="list-style-type: none"> • The occupant may be required to work specified hours to suit the needs of the business. • The occupant may be required to work non-standard hours to suit the needs of the Guild's business activities and that of their team.

WORK REQUIREMENTS

- National Criminal record check
- Current Working with Children Check, or willingness to obtain
- Other licences and certifications as and when required for the role
- A level of fitness commensurate with the position, pre-employment medical exam may be required
- Ability and capacity to work outside of normal office hours when required.

COMPLIANCE AND LEGISLATIVE REQUIREMENTS

Guild Values and Code of Conduct:

You must commit to and uphold the Guild's Mission, Values and Code of Conduct. For more information please visit [here](#).

Occupational Safety and Health

At the Guild, safety is the responsibility of all staff. All supervising staff and managers are obliged to ensure the Guild's safe systems of work are being applied in areas under their control. You are expected to comply with these safety systems and follow reasonable directions given in relation to workplace safety and health. Acting in a manner which puts you or others at risk of serious injury or illness may lead to you becoming the subject of disciplinary action.

Diversity, Equity, Equality and Fairness

You are expected to value and celebrate diversity, and to:

- Cultivate a community which enables its members to achieve their full potential
- Embrace, promote and celebrate diversity within our Community and ensure equality of opportunity

You must familiarise yourself and comply with all other Guild policies, procedures and legislation relevant to this position.