



Position Details

Business Entity	Kaplan Business School	Department	Student Experience
Job Title	Senior Student Experience Officer	Location	Adelaide
Reports To	Campus Manager	Direct Reports	Nil

Overall Purpose

The Senior Student Experience Officer is responsible for leading the Student Experience Team to deliver an exceptional student experience, providing students guidance and advice on all non-academic matters. The role is further responsible for delivery of key events and providing students with pastoral care and ensuring their overall welfare. Work with internal stakeholders to achieve business objectives.

Key Responsibilities

Student Experience

- The face of Kaplan and the first point of contact for all students studying on campus, creating a supportive and engaged community between staff and students
- Provide excellent customer service, advice, guidance and support to students regarding Kaplan programs and services and respond professionally, accurately to students' enquiries
- Management of student events on campus – i.e. Trimester events, Orientation, Graduation etc.
- Lead the Student Ambassador program, recognise and empower outstanding students to represent Kaplan internally and externally
- Maintain the student portal with accurate information as relates to Pastoral Care and Services

Leadership/Student Retention

- Be the first point of contact for escalation of student complaints
- Ensure all student communication is delivered accurately and within the required timeframes
- Lead and participate in tasks as required by the Campus Manager
- Assist the Campus Manager in motivating and engaging the team to help achieve campus/business objectives
- Encourage teamwork and initiative through leadership to help foster a high performing, student centric and results driven culture

Student Administration

- Coordinate the workflow associated with the duties of the Student Experience Team
- Establish and update procedures for the Student Experience team
- Keep the Campus Manager abreast of all matters that may impact Kaplan Business School
- Ensure the team maintain up-to-date awareness of ESOS and National Code requirements and details of courses, programs and services provided



Contribute to a supportive, positive and safe workplace

- Compliance with all company policies and procedures including WHS legislation requirements
- Ensure as far as is practicable that the workplace, under your control, is safe and without risks to health
- Being a productive member of the Kaplan team by displaying the Company values through your day to day role
- Adherence to Company Policy and Procedure

Qualifications and Skills

Essential

- Positive and supportive communication style with experience across a variety of key stakeholders
- Up-to-date working knowledge of key legislation, policies and procedures relevant to international students
- Knowledge of ESOS Code of Practice
- Ability to plan, control, coordinate and manage activities with minimal supervision
- Excellent verbal and written communication
- Working knowledge of Microsoft Office products and the ability to quickly learn new systems
- A self-starter with a professional image who has accuracy and attention to details
- Our hours of operation are from 8:30am – 8:30pm, Monday to Friday. Expectation to work shifts within these times, as well as the occasional Saturday

Desirable

- Working with Children Check
- Previous experience of volume caseloads within an educational capacity

Employee Signature _____

Date _____

Manager Signature _____

Date _____