

Student Experience Advisor

Opportunity in Melbourne

About You

As a Student Experience Advisor, you will be responsible for providing expert advice, guidance and support to students and teachers of Ikon, regarding, service, products, and procedures.

Reporting to the Student Experience Manager, your primary responsibility will be to function as a channel of communication between the student services department and the academic team with a strong planning and evaluating skill to deliver national campus timetables, ensuring efficiency of teaching and learning cycle for Ikon's academic staff and students.

We are seeking a dynamic and data detail-oriented individual. You will have well-developed problem-solving skills, including strong interpersonal skills with the ability to liaise with relevant stakeholders to achieve resolution and the ability to manage time effectively to work to completing deadlines.

You will have strong communication skills, attention to detail and the ability to multitask. High proficiency with using the Microsoft Office suite and other standard software is of course crucial to the success of any administration role. Furthermore, the candidate should have integrity, honesty and be emphatic in understanding the challenges many students face whilst living and studying abroad.

The Student Experience Advisor must have experience in education services. They should also demonstrate a teamwork focus but have strong self-management skills. We are growing a support team who needs highly motivated individuals to join us.

Role responsibilities

- Support the managing of the campus including reception area
- Manage timetable nationally across all campuses effectively and accurately
- Manage and allocate academic staff, equipment and classrooms for course delivery
- Providing expert advice, guidance and support to students, staff and visitors regarding Ikon's services and procedures
- Process student enquiries including change of enrolment, course withdrawals, timetabling, recognition of prior learning and complaints
- Coordinate and participate in the delivery of an effective student retention programme
- Liaise with Finance team to process tuition fee and other payments from students

- Maintain student database and documentation of student issues
- Manage student experience journey from orientation, communications up until graduation
- Reporting based on current student and alumni surveys
- Participating in the overall continuous improvement of the department be the champion for the student's non-academic engagement by designing and delivering experiences throughout the student lifecycle
- Participate in activities of other departments as directed

Qualifications and skills

- Four (4) years' experience in a relevant industry and/or have equivalent qualifications and/or professional experience
- Demonstrated coordination skills, either in a customer services and/or education environment
- Understanding of academic services, having worked in an education environment
- Demonstrable organisational and planning skills with the ability to multi-task and prioritise to ensure successful completion of all responsibilities and tasks
- Highly developed interpersonal skills
- Excellent numeracy, oral and written communication skills
- Ability to work both independently and collaboratively and to lead by example
- Innovative thinking and proactive work habits with a demonstrated eye for detail
- IT literacy particularly Microsoft Office environment

About Ikon Institute of Australia

Proteus Technologies Pty Ltd, trading as Ikon Institute of Australia, is a unique private higher education provider in creative therapies, counselling, psychotherapy and early childhood education. We have been helping people help others for over 25 years.

Ikon creates a difference through learning and continued professional education. Our students are diverse but are connected by a common desire to make a positive difference in the lives of others. Our aim is to develop professionals with the knowledge and skills to contribute to a community of social change, healing and learning.

Proteus Technologies Pty Ltd is part of the ASX-listed UCW Limited group.

Please note:

- Only shortlisted candidates will be notified of the outcome of their applications.
- We are only able to consider applicants with the right to live and work in Australia.
- Please send your CV and cover letter to bonnie.ballete@alg.edu.au