

DETAILED POSITION DESCRIPTION

Position title:	Study Hubs Coordinator
Team:	Lumen Wheatbelt Regional University Study Hubs
Hours:	30 hrs per week (flexible arrangements considered)
Contract Term:	Fixed term to 30 June 2027 (in line with current program funding contract) 6-month probation period.
Location:	Merredin (preferred location) applicants from the Eastern or Southern Wheatbelt will also be considered. This is a Wheatbelt based role with travel within the Wheatbelt region, Metro and the Study Hubs at Merredin, Wongan Hills, Narrogin, York and Northam.
Salary	\$45.40 to \$47 per hr based on skills and experience. (\$88,500 - \$91,650 FTE)
Vehicle	A work vehicle is provided for this role with limited personal use.

<p>Position Summary:</p> <p>The Study Hubs Coordinator is a key leadership role responsible for overseeing the operations of the Merredin and Narrogin Study Hub. Reporting directly to the Regional Development Australia Wheatbelt Director- University Study Hubs, this position leads strategic initiatives in community engagement, marketing, and student recruitment to enhance the visibility and impact of the Merredin and Narrogin Study Hubs, along with the student support staff.</p> <p>The coordinator also delivers study and general support to students, supervises the Study Hub support staff and collaborates with Student Support Officers and the Study Hubs Coordinator in the broader Wheatbelt regional Study Hub network, as well as the Ellenbrook Suburban University Study Hub. The role encompasses the management of student data, facilitation of workshops, and continuous improvement of operational processes, ensuring the Hub meets the diverse needs of students and the community.</p>
<p>Key Relationships:</p> <p>Reports to: Director- University Study Hubs</p> <p>Supervises: Student Support Officer Narrogin, Study Hub Assistant Narrogin.</p> <p>Works with: Study Hubs Coordinator Avon and Central Midlands, Student Support Officers in Wongan Hills, York, Narrogin and Merredin and the Ellenbrook Suburban Study Hub team.</p> <p>Key Contacts:</p>

<p>Immediate Peers: Collaborate daily to align on strategies, share updates, and exchange ideas through phone, email, and Teams.</p> <p>Immediate Manager: Weekly check-ins with the Director to discuss strategic initiatives, address challenges, and receive guidance.</p> <p>Students: Provide ongoing academic and general support, including study assistance, pastoral care, and technology troubleshooting during hub usage.</p> <p>External Stakeholders:</p> <p>Regular engagement with schools, community groups, and local businesses to foster partnerships, identify placement opportunities, and promote hub services.</p> <p>Liaise with university staff to address student-related concerns and maintain program alignment.</p>

Experience, Qualifications and Clearances

	Essential	Desirable
Experience	<p>Experience in student support, education, or community engagement.</p> <p>Sound computer and admin skills.</p>	<p>Understanding of higher education systems and services</p> <p>Experience with outreach and event coordination.</p>
Qualifications, Certification, Accreditation or Licence	Current Australian Drivers Licence	Qualifications in Management, Education, Community Development or Customer Service.
Clearances	<p>National Police Certificate</p> <p>Working with Children Check</p>	
Other	To be considered candidates will need full working rights in Australia.	

Responsibilities and Duties

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Student and Hub Support	<p>Conduct inductions for new students registering at the Hub.</p> <p>Deliver academic and technical support to students accessing the Hub.</p>

	<p>Assist students in navigating university systems, selecting courses, and identifying appropriate study pathways.</p> <p>Facilitate workshops, tutorials, and study skills sessions to enhance student outcomes.</p> <p>Liaise with universities regarding student-related matters and act as a student advocate when required.</p> <p>Respond to and manage daily student and team communication.</p>
Strategic Leadership	<p>Lead initiatives to increase community awareness, promote the Hub, and drive student recruitment.</p> <p>Develop marketing and outreach strategies to enhance the Hub's visibility and enrolment outcomes.</p> <p>Provide leadership and guidance to the Student Support Officer (SSO) and Study Hub Assistant at the Narrogin Study Hub and collaborate with the Wheatbelt Study Hub's SSOs.</p> <p>Offer ongoing coaching, feedback, and support to ensure high-quality service delivery.</p> <p>Foster a collaborative and supportive team environment. Identify training needs, facilitate professional development opportunities, and encourage knowledge-sharing across hubs to improve performance and consistency.</p> <p>Oversee and coordinate team workloads to ensure efficient operations and the successful implementation of initiatives.</p> <p>Regularly review priorities and adjust plans to meet organisational goals.</p> <p>Set clear objectives for team members, conduct performance reviews, and provide constructive feedback to support continuous improvement.</p> <p>Celebrate achievements and address challenges promptly and effectively.</p>
Community Engagement and Outreach	<p>Establish, build, and maintain networks with schools, community organisations, local governments, and other stakeholders.</p> <p>Develop and lead initiatives to boost participation and outcomes for students.</p> <p>Work with local businesses to identify placement and practical opportunities for students.</p>
Data Management and Reporting	<p>Manage the student registration process and maintain accurate student records.</p>

	<p>Collect and report data on Hub usage and student progress monthly to the Director.</p> <p>Contribute to annual government reporting on Hub activities, participation, and outcomes.</p>
Media and Communications	<p>Provide content for the Lumen Wheatbelt Study Hub website and social media platforms, ensuring timely updates and student engagement.</p> <p>Develop posters, newsletters, and other materials to promote the Hub's programs and activities.</p> <p>Write and publish student success stories to inspire current and future students.</p> <p>Prepare and send newsletters as needed to inform students and stakeholders of updates and opportunities.</p>
Operational Excellence	<p>Administration – record keeping, budget management, reporting etc.</p> <p>Develop and refine business systems, practices, and processes, including records management to optimise efficiency and service delivery.</p> <p>Support the development and continuous improvement of policies, including the student code of conduct and student handbook.</p> <p>Maintain the Study Hub in a clean, functional, and welcoming condition.</p>
Team Collaboration	<p>Work closely with the Director to ensure consistent and high-quality support services.</p> <p>Contribute to strategic discussions and planning sessions to enhance the Hub's impact.</p> <p>Supervise and provide guidance to the Student Support Officer and Study Hub Assistant.</p> <p>Work collaboratively with SSOs from the Wheatbelt Study Hubs Network.</p> <p>Develop positive team ethos through positive participation and communication.</p> <p>Develop and maintain strong effective working relationships.</p> <p>Establish and maintain professional networking contacts to progress the organisation's interests.</p>
Other Duties	<p>Perform any other tasks as directed by the Director and the RDA Wheatbelt Committee.</p>

Work Health & Safety	<p>Take reasonable care to ensure own safety and health at work and avoid adversely affecting the safety or health of any other person through an act or omission at work.</p> <p>Comply with relevant legislative requirements and organisational policies.</p>
Compliance	Comply with all organisational policies and procedures.
Personal & Professional Development	<p>Undertake continuous personal and professional development to enhance knowledge and skills.</p> <p>Participate in the organisation's performance appraisal program.</p>

Knowledge, Skills and Behaviours

<p>Strong knowledge of tertiary education systems, including online and external study environments.</p> <p>Proficient in educational technologies, online learning platforms, and CRM systems.</p> <p>Demonstrated leadership and people management skills, with experience supervising and supporting teams.</p> <p>Expertise in marketing, community engagement, and outreach strategies to enhance program visibility and participation.</p> <p>Strong communication and interpersonal skills, with the ability to build relationships and engage with diverse stakeholders.</p> <p>Proven organisational and project management skills, with the ability to plan, prioritise, and deliver within deadlines.</p> <p>Problem-solving and analytical thinking skills to address challenges and develop effective solutions.</p> <p>Ability to maintain confidentiality and uphold organisational policies and procedures.</p> <p>Proficient in social media management and content creation to enhance online presence.</p> <p>Strong adaptability and resilience in dynamic work environments.</p>
