

POSITION TITLE: Student Mentor

LOCATION/CAMPUS: 160 Sussex Street, Sydney

CLASSIFICATION: Professional Staff – Individual Staff Agreement (ECA)

SUPERVISOR: Student Services Coordinator

OVERALL, PURPOSE

Mentors will be assigned to new incoming students by Student Services Coordinator. Mentors may coordinate requests between Admissions, Marketing, VU Sydney Student Services and Academic teams. Mentors will report to Student Services Coordinator

ROLE

The role will primarily be responsible for business in and around the orientation and enrolment timeframes. They can also be utilised for promoting the student experience on campus and for facilitating student engagement projects.

Mentors will be responsible for contributing to a safe and supportive environment for all students and also for developing their knowledge of the University.

The focus of their will be to promote the smooth transition of the new students into the workings and processes of Victoria University Sydney.

MAJOR CHALLENGES/FREEDOM TO ACT

Within Victoria University Sydney the position:

- works closely with the Student Services Coordinator, Student Services Officer and Student Engagement Officer.
- makes decisions accordance with VU policies and procedures.
- works closely with VU student orientation and enrolments.
- Requires knowledge of the work area processes and an understanding of how they interact with other related areas and processes.

MAJOR DUTIES AND ACCOUNTABILITIES

- Promote equality and safe environment for all staff and students.
- Attend compulsory mentor training.
- Assist Student Services team during orientation session, including setting and clearing up.
- Assist new students in choosing a timeslot for enrolment registration process.
- Contacting students throughout the trimester and providing feedback to the Manager Student Services.
- Engaging students in fun activities during waiting period on Orientation and Enrolments Day.
- Assist Credit Officer with data entry and other Credit processes.
- Assist students with ID card application, completing online enrolments and timetable allocation.
- Provide systems support to students with ASKVU, My VU, VU Collaborate and MESHHE.
- To familiarise students to service amenities such as Learning hub, Library services, Learning Support, Course Coordinators, Academic, Administration and Student Services departments.
- Assist in the emergency evacuation procedures.
- Providing geographic support to acquaint students around Sydney.
- Assist the Manager Student Services with student engagement activities when requested.

SELECTION CRITERIA

Essential

Have completed one full trimester of studies at VU Sydney.

- Have a competent level of English language.
- Outstanding customer focus.
- Highly develop interpersonal skills.
- Demonstrate ability to work independently or in a group.
- Highly develop IT skills.

Desirable

- GPA of at least 5.0 or Outstanding customer service skills.
- Be a current student at VU Sydney.

CAPABILITIES AND BEHAVIOURS

This relationship should be thoughtful, non-judgemental, respectful and consistent with the core values of the Mentor program.

EXPECTATIONS

Encourage a sense of belonging and community within Victoria University Sydney. Deliver administrative, academic, geographic and social support to the first-year students through peer relationships. Increase knowledge, awareness and accessibility of the various university services.

I acknowledge and accept the requirements of this position description.

Name: _____ Signed: _____ Date: _____