



POSITION DESCRIPTION

Position Title	Indigenous Student Support Officer	Line Manager	Manager Indigenous Education
Employment Type	Professional	Office	Indigenous Education Office
Location	National	Classification	HEW 5
Position Number	00003617	Date Reviewed	14 July 2025
Classification approved by:	Director, People Services		
Industrial Instrument	The University of Notre Dame Australia Enterprise Agreement 2022 - 2026		

About the University

Since its inception in 1989, The University of Notre Dame Australia (UNDA) has become a leader in higher education and now has over 12,000 students enrolled across its three main campuses in Broome, Fremantle, and Sydney. UNDA is an Australian University, which embraces both the modern Australian university tradition and the ancient and esteemed traditions of Catholic universities in both Europe and North America. The University is especially noteworthy as a leader in the great traditional professional disciplines of Health and Education, long associated with the mission of the Church in Australia. Through its Broome Campus, the University has a special role in the education of, and service to Aboriginal people of North Western Australia.

About the Office

The Indigenous Education Office, situated within the Enabling Directorate, is dedicated to supporting the academic success and well-being of Aboriginal and Torres Strait Islander students across all UNDA campuses

Position Purpose

The primary purpose is to deliver excellent Indigenous student experience across all programs while working closely with academics and professional staff within Schools and central services to ensure high-quality and timely delivery of services, which will positively impact retention and graduate outcomes.

Key Accountabilities

- Participate in the implementation of new student support initiatives with a focus on Indigenous student retention and success.
- Anticipate student needs, proactively responding to student requests and queries and offering subject matter expertise while ensuring the provision of accurate and consistent information that extends beyond a student's request and supports the student towards independence and self-direction.
- Provide effective administration services to support the operational direction of the Student Experience department, which includes, but is not limited to, coordinating meetings, including preparation of associated documentation and various correspondence, presentations and reports.
- Build and sustain positive relationships with external partners, students and relevant internal stakeholders to increase Indigenous student participation and success.
- Support the educational goals of Indigenous students through connecting students to academic and support programs, mentoring and making a positive contribution to a vibrant community life, undertaking student eligibility assessments for the purpose of advising on scholarships, support and grants.
- Contribute to the continuous improvement of practices, operational processes and implementation of programs and initiatives to assist Indigenous students with their transition to University life and study;

- Participate as an effective member of the Student Experience team through contribution to the team's planned goals by completing tasks in an accurate and timely manner.
- Provide excellent customer service to students and University stakeholders by providing quality responses to a wide range of queries, whilst liaising closely with other areas of the University.
- Comply with all other reasonable training and duties as identified by the line manager (or delegate).
- Comply with University policies and procedures in all aspects of their work and conduct

Selection Criteria

Qualifications & Experience

- Completion of a Certificate IV and extensive relevant work experience; or
- An equivalent combination of relevant experience and/or education/training
- Experience working with or supporting Aboriginal and Torres Strait Islander communities or initiatives. (Desirable)

Knowledge, Skills & Abilities

- Understanding of the historical and current issues and trends within Higher Education and the challenges facing Indigenous students and the complex relationship that may govern and influence Aboriginal and Torres Strait Islander cultures.
- Demonstrated familiarity, sensitivity and respect for the diverse needs, aspirations and cultures of Indigenous societies
- Demonstrated ability to influence and forge working relationships with internal and external stakeholders.
- Ability to work collaboratively and flexibly both in a team and independently, and in an environment with changing demands.
- High-level computer skills, particularly the Microsoft Office suite, including Word, Excel and Outlook. Excellent oral and written communication skills.

Key Relationships

This role works closely with the National Manager, Indigenous Education, and other staff within the Indigenous Education Office, as well as liaising with internal university stakeholders.

Delegations

Authority to commit resources as in line with the Delegations of Authority Policy and is responsible for efficient time management and effective use of work resources.

Position Demands

Refer to Job Demands Checklist / Line Manager to Provide

Special Requirements

Supportive of the Objects of Notre Dame as a Catholic University.

National Police Clearance

To perform this position, it is essential that the person be an Aboriginal and/or Torres Strait Islander person. It is a genuine occupational requirement, under section 14(d) of the Anti-Discrimination Act 1977, that applicants are Aboriginal and/or Torres Strait Islander people.

To be eligible for this position, you must provide a statement and supporting documentation that addresses how you meet each of the following criteria for Aboriginality:

- be of Australian Aboriginal or Torres Strait Islander descent;
- and identify as an Australian Aboriginal or Torres Strait Islander;
- and be accepted as such by the community in which they live or have lived.

The University may request further information from applicants as required. Supporting documentation may include, but is not limited to, a letter of Aboriginality signed under the common seal from a recognised incorporated Aboriginal or Torres Strait Islander Community organisation such as Land Council or Elders group, Aboriginal Medical Service or a letter on letterhead from a Local Aboriginal Land Council demonstrating membership of the Council.

Health, Safety and Wellbeing

- Ensures safe working environments are provided for employees, volunteers, contractors and visitors.
- Models compliance with relevant legislation, professional standards, policies, procedures and instructions.
- Consults with their representatives on safety and health matters.
- Demonstrates an understanding with UNDA's policy and procedures in identifying and reporting of any risk and/or compliance related issues, hazards, concerns or incidents (including near misses).
- Demonstrates an understanding of your own safety and that of others in the workplace

*The approval process is to reflect that the position description has been classified by People & Culture and is an accurate description of the requirements of the position (with input by Line Manager). The purpose of this position description is to serve as a general overview of the accountabilities, knowledge, skills and capabilities required for this position. This position description is not intended to represent the entirety of the job and therefore the occupant of the position may be required to perform other reasonable work-related duties that are not specifically listed. The University (People & Culture) can from time to time have the authority to amend and update the position description to ensure it reflects accurately with organisational changes and policy compliance.