



POSITION DESCRIPTION

JOB TITLE	Student Advocate
BUSINESS UNIT	Advocacy & Welfare
REPORTING TO	Team Leader, Advocacy & Welfare
LOCATION	Armidale Campus
AWARD COVERAGE	HEIW 7.3 (PACCT)
DATE	May 2026

PURPOSE OF THE POSITION

The Student Advocate will provide student advocacy services to the students within the University of New England. Advocates will be responsible for providing assistance and services to undergraduate and postgraduate students on an individual basis, by representing their cause or interest in areas that impact the quality of their experience whilst studying at UNE. The role is to ensure that students have fair representation, provide relevant information and act as a liaison or support person as required by the Student Services, Amenities, Representation and Advocacy Guidelines (2013) within the Higher Education Support Act 2003

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.



- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre and other health services/programs.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

1. Support students in a range of settings where their interests are affected including; preparing students for academic, disciplinary and administrative meetings and hearings.
2. Assist University of New England students with accommodation, legal, financial matters, & employment and refer where required.
3. Interpret and apply:
 - a. University policies and procedures including residential, scholarship information and the full scope of academic policy;
 - b. Centrelink and other government policy, guidelines and legislation which relates to students, including international and full-fee paying students.
4. Maintain knowledge of the full range of support services available to students at the University, including federal, state and local support services and refer when required.
5. Maintain accurate and confidential electronic records on cases, prepare report on the usage of services by students, identify trends and ensure adequate allocation of resources.
6. Proactively promote Advocacy & Welfare services and information across a variety of mediums, including social media.
7. Develop and maintain relationships with UNE Faculties and Directorates.

Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.



KEY RELATIONSHIPS

Direct Reports:

- N/A

External Stakeholders

- Third-party support services
- Contractors
- UNE Students
- UNE Colleagues

Internal Stakeholders:

- UNE Life Colleagues

SELECTION CRITERIA

1. This role requires a skill level which assumes and requires knowledge or training equivalent to completion of a tertiary degree in social work/sciences, law, or similar.
2. Proven ability to interpret and apply complex rules, procedures and legislation in a large organisation.
3. Demonstrated excellent interpersonal, oral and written communication and organisational skills, including the ability to interact easily and constructively with students and colleagues.
4. Demonstrated conflict resolution, negotiation and assertiveness skills, with an ability to articulate and present information in a high-pressure environment.
5. Demonstrated understanding of a wide range of issues affecting students including familiarity with culturally sensitive service provision.
6. Demonstrated time management, planning and analytical skills appropriate to the position, whilst maintaining confidentiality.
7. Strong computer literacy skills including the Microsoft Office suite (Word, Excel, Outlook) and CRM or casework systems.

LEADERSHIP ACCOUNTABILITIES

- Ensure UNE Life meets its legislative/compliance obligations
- Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe and innovative work environment
- Promote a harmonious and inclusive workplace free of discrimination, harassment and bullying.
- Contribute to the development of a culture of continuous improvement.



POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

