


JOB DESCRIPTION

Position Title	General Manager – Student Services	
Department / Division	Executive Management / Student Services	
Position Number	2002	
Salary Agreement/Award	Curtin Student Guild Enterprise Agreement	
Position Classification	Level 10	
Nature of Employment	Full-Time / Part-Time considered	
Reporting Structure	This position reports to Managing Director (MD)	
	Positions reporting to this position (or positions nominated by MD) Manager - Student Assist (advocacy and welfare) Manager - Student Experience (events and clubs) Manager - Student Engagement (marketing, communication and media) As and if directed – Member Service Officers (or relevant similar title) Functional collaboration with the Governance Officer on student governance matters (line management held elsewhere)	
Our Mission	To enrich the student experience through a strong student voice and inclusive services, whilst fostering a vibrant and fun community.	
Our Vision	To be the leading and most trusted, independent, student-run organisation in Australia, that is highly valued by our students, the broader sector and community.	
Our Values	Autonomy Equity Accountability Community Sustainability	
Purpose of Position	The General Manager Student Services provides strategic leadership, operational oversight, and service innovation across the Guild's student-facing functions, including Student Engagement (Marketing and Communications), Student Experience (Events and Clubs), Student Assist (Student Support Services), and student governance and representation services.	

	<p>Working closely with the MD, elected student representatives, and internal teams, the General Manager Student Services drives initiatives that increase student engagement, improve support pathways, elevate the Guild's brand, and ensure that student governance systems and representative structures empower students to participate effectively in decision-making.</p> <p>The General Manager Student Services is responsible for governance as it relates to student representation, democratic processes, and student-led structures. Corporate governance, statutory compliance, and enterprise risk management sit with the General Manager Corporate Services.</p> <p>The role plays a key part in building a vibrant campus life, supporting student wellbeing, and delivering services aligned to the Guild's mission of advocacy, representation, and community.</p>
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KEY DUTIES AND RESPONSIBILITIES

Responsibilities may include but are not limited to:

1. Strategic Leadership and Strategy

- Provide strategic direction and operational management for student engagement, events, clubs, support services, and student governance functions.
- Lead the development of strategies, frameworks, and programs that enhance student life and support the Guild's strategic plan.
- Provide high-level advice to the MD and student leaders on matters relating to student engagement, welfare, and student governance and representation.
- Lead the design, delivery, and evaluation of student support, wellbeing, advocacy, and engagement programs.
- Support student-led campaigns, collective advocacy, and grassroots organising to strengthen the student voice
- Empower student-run clubs and societies by providing clubs governance guidance, resources, and support.
- Foster an inclusive campus culture through major events, festivals, and equity-focused initiatives.
- Ensure services are inclusive, accessible, and responsive to diverse cohorts (e.g. international, equity groups, postgraduates, online).
- Oversee mechanisms for student grievances, welfare support, and wellbeing initiatives as they relate to student services and advocacy pathways.
- Contribute to Guild-wide strategic and operational planning.

2. Student Membership, Marketing & Communication

- Oversee development and execution of marketing, content, and communication strategies that grow the Guild's visibility and engagement.

- Ensure accurate, effective, and timely communication of Guild initiatives, services, events, and advocacy campaigns.
- Enhance digital engagement through social media, web platforms, newsletters, and targeted campaigns.
- Lead and enhance the administration and management of membership
- Oversee campaigns that champion inclusion, wellbeing, sustainability, and advocacy.
- Support Student Representatives with media engagement, public communications, and government submissions
- Maintain brand consistency and uphold the Guild's reputation across all communication channels
- Provide data-driven insights on student members, engagement trends, and higher education issues
- Ensure consistent messaging that reflects and strengthens the Guild's student-led identity.

3. Student Experience (Events & Clubs)

- Strategic leadership and administrative oversight of the Clubs and Events department(s), including governance of affiliated clubs, delivery of student events, compliance with policies, and support for student leaders.
- Provide data-driven insights on events and clubs performance, engagement, and student impact.
- Ensure clubs and events are delivered in a professional, inclusive, and student-centred manner, consistent with ethical practice, safety standards, and duty-of-care obligations.
- Oversee all administrative systems and processes related to clubs' affiliation, grants, event approvals, compliance monitoring, reporting, and quality assurance.
- Provide data-driven insights on club engagement, event participation, financial performance, and student impact to inform decision-making and strategic priorities.
- Ensure transparent and accurate reporting to students, Council, and members, in line with the Guild's governance, financial, and regulatory requirements.
- Lead and strengthen partnerships with the University, student leaders, and external stakeholders to enhance event delivery, sponsorship opportunities, and sustainable support for clubs.

4. Student Assist (Support Services)

- Provide leadership and administrative oversight of the Student Assist service, including welfare support, academic advocacy, and financial assistance programs.
- Contribute to Guild-wide strategic and operational plans, budgets, and risk frameworks.
- Ensure services are professional, confidential, student-centred, and delivered in line with ethical practice and duty-of-care obligations.
- Oversee the administration of case management systems, reporting, and service quality measurements and improvement opportunities.
- Provide data-driven insights on service performance, engagement, and student impact.

- Ensure transparent reporting to students, Council, and members, aligned with Guild's governance and compliance obligations.
- Support and drive the development of partnerships with the University and external support agencies to strengthen service pathways and referral networks.

5. Governance & Student Representation

- Support delivery of strong governance frameworks across the Guild, including election processes, committees, training, and statutory obligations.
- Ensure elected student representatives receive high-quality induction, governance support, and ongoing development.
- Drive continuous improvement in governance processes, risk management, transparency, and accountability.
- Work closely with the Governance Officer and MD on compliance with the Guild Statute, internal regulations, and relevant legislation.

6. Leadership & Team Management

- Lead, mentor, and support staff across student engagement, student experience, student assist, and student governance support functions.
- Foster a positive culture aligned with the Guild's values and commitment to student service.
- Build cross-functional collaboration to ensure seamless delivery of student-facing services.
- Manage budgets, resources, and operational plans to meet goals efficiently and sustainably within the student services portfolio.

7. Innovation & Future Readiness

- Modernise services, communication, and engagement models, including digital transformation.
- Embed sustainability goals into service delivery and operations.
- Encourage student-led innovation, trial new initiatives, and support creative problem-solving.
- Develop alumni and leadership legacy initiatives to foster mentoring and continuity.

Qualifications	Tertiary qualification and or relevant experience in a relevant field such as Management, Social Work, Psychology, Marketing, Governance or Commerce.
Knowledge, Experience and Skills	Essential <ul style="list-style-type: none"> • Minimum 7+ years' senior leadership experience in complex service, not-for profit, community or membership-based organisations. • Strong track record in delivering programs, services, or events that engage large and diverse communities.

	<ul style="list-style-type: none"> • Proven experience in marketing, communications, and stakeholder engagement. • Excellent financial management, budget planning, and funding proposal experience. • Demonstrated knowledge of student governance systems, representative structures, and governance capability development, compliance, and risk management. • Experience leading high-performing teams and driving service improvement. • Exceptional written, and verbal communication skills. • High-level communication, interpersonal, and conflict-resolution skills. • Demonstrated capacity for strategic thinking, problem solving, and operational execution. • Demonstrated evidence of delivery of strategic plans <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in a university, student union/guild, not-for-profit, or youth sector environment. • Qualifications in management, education, social work, psychology, communications, or a related discipline. • Knowledge of governance practices, statutory compliance, and/or the Higher Education environment. • Experience with working directly with a Council or Board. • Post graduate Qualification (e.g. MBA)
Uniform Requirements	<ul style="list-style-type: none"> • Office/Business Attire
Other relevant job information	<ul style="list-style-type: none"> • The occupant may be required to work specified hours to suit the needs of the business. • The occupant may be required to work non-standard hours to suit the needs of the Guild's business activities and that of their team.
WORK REQUIREMENTS	
<ul style="list-style-type: none"> • Class A or C, WA drivers' licence or equivalent • National Criminal record check • Current Working with Children Check, or willingness to obtain • Other licences and certifications as and when required for the role • A level of fitness commensurate with the position, pre-employment medical exam may be required • Ability and capacity to work outside of normal office hours when required. 	
COMPLIANCE AND LEGISLATIVE REQUIREMENTS	
Guild Values and Code of Conduct:	

You must commit to and uphold the Guild's Mission, Values and Code of Conduct. For more information please visit [here](#).

Occupational Safety and Health

At the Guild, safety is the responsibility of all staff. All supervising staff and managers are obliged to ensure the Guild's safe systems of work are being applied in areas under their control. You are expected to comply with these safety systems and follow reasonable directions given in relation to workplace safety and health. Acting in a manner which puts you or others at risk of serious injury or illness may lead to you becoming the subject of disciplinary action.

Diversity, Equity, Equality and Fairness

You are expected to value and celebrate diversity, and to:

- Cultivate a community which enables its members to achieve their full potential
- Embrace, promote and celebrate diversity within our Community and ensure equality of opportunity

You must familiarise yourself and comply with all other Guild policies, procedures and legislation relevant to this position.