



General Manager - Student Services

Curtin Student Guild

Help shape the future of student life at Curtin University. As General Manager, Student Services, you will provide strategic leadership and operational oversight across the Guild's student-facing portfolio, including student engagement, marketing and communications, events and clubs, student assistance and wellbeing services, and student governance and representation.

Working closely with the Managing Director, elected student leaders and senior staff, you will play a pivotal role in strengthening the student voice, improving support pathways, building a vibrant campus life and ensuring services are inclusive, ethical and aligned with the Guild's mission and statutory obligations.

What you'll do

- Provide leadership and operational management across student engagement, communications, events and clubs, student assistance and governance functions.
- Lead the design, delivery and continuous improvement of student support, wellbeing, advocacy and engagement programs.
- Support and empower elected student representatives through governance frameworks, induction, training and ongoing development.
- Oversee marketing, communications and digital engagement strategies to strengthen visibility, participation and brand consistency.
- Enable student-led clubs, collectives and campaigns through governance support, resources and compliance frameworks.
- Deliver inclusive, high-impact events, festivals and initiatives that foster community, equity and belonging.
- Ensure effective management of student grievances, welfare support mechanisms and duty-of-care obligations.
- Contribute to Guild-wide strategic planning, budgeting, risk management and transparent reporting.
- Build strong partnerships with Curtin University and external agencies to strengthen referral pathways and student outcomes.
- Lead, mentor and develop senior managers and teams, fostering a values-driven, collaborative culture.

What you'll bring

We're seeking an experienced and inspiring leader with a passion for student success and inclusion.

Essential skills and experience:

- Minimum 7+ years' senior leadership experience in complex service, not-for-profit, community, membership or student-focused organisations.

- Demonstrated experience delivering large-scale programs, services or events for diverse communities.
- Proven capability in marketing, communications and stakeholder engagement.
- Strong financial management, budgeting and funding proposal experience.
- Sound knowledge of governance, compliance and risk management, including working with boards or councils.
- Experience leading and developing high-performing teams.
- Exceptional written, verbal and interpersonal communication skills.
- Strong strategic thinking combined with practical operational delivery.

Desirable:

- Experience in a university, student union/guild, youth or community services environment.
- Experience supporting elected representatives and student-led governance.
- Understanding of statutory, regulatory or higher-education governance frameworks.
- Postgraduate qualification (e.g. MBA) or tertiary qualification in management, governance, social sciences, marketing or a related discipline.
- Experience with digital transformation, innovation or service modernisation.

Why you'll love it here

- Executive role with real influence on student life, wellbeing and representation.
- Purpose-driven organisation with strong values of autonomy, equity, accountability, community and sustainability.
- Opportunity to work closely with students, senior leaders and the University.
- Diverse portfolio combining strategy, service delivery, governance and innovation.

For more information, contact Mr Vernon Thompson, Managing Director on 9266 3088 or via email V.Thompson@guild.curtin.edu.au.

Please note that the Guild is closed from 25 December 2025 – 4 January 2026 (inclusive).

Curtin Student Guild is an equal opportunity employer, and individuals of Aboriginal or Torres Strait Islander descent and living with disability are encouraged to apply.

To apply for this position, please forward your resume and a cover letter addressing the job requirements and telling us why you're the right fit to hr@guild.curtin.edu.au.

Note: Appointment is subject to required background and compliance checks, including a National Police Check and Working with Children Check.

If you have any questions or enquiries about the role, contact us through the above email address.

Applications close: **Tuesday 13 January 2026 at 4pm AWST** – Note, only shortlisted candidates will be contacted.