



## **Manager – Student Assist**

### **Curtin Student Guild**

Help shape the future of Student Assist department at WA's largest university Guild. We're seeking a dedicated Manager – Student Assist to lead a dynamic team, provide advocacy and guidance, build strong relationships, and apply analytical and problem-solving skills in a student-centred environment.

### **What you'll do**

Reporting directly to the General Manager - Student Services you will:

- Lead and manage the Student Assist team to deliver high-quality, independent, confidential advocacy, case management and wellbeing support services
- Oversee service delivery, resourcing, workflow and operational planning to ensure accessible, responsive and student-centred support
- Provide guidance and intervention in complex or high-risk student cases, ensuring ethical practice and procedural fairness
- Contribute to the strategic direction of Student Assist, supporting continuous improvement, service development and innovation
- Ensure services operate in accordance with the Guild's values, legislative obligations, University regulations, and internal policies
- Build and maintain effective working relationships with Curtin University, external service providers and community partners
- Manage risk, compliance and quality assurance across Student Assist operations, including confidential case management and record-keeping
- Oversee reporting, data analysis and performance insights to inform decision-making, service evaluation and improvement

### **What you'll bring**

We are looking for a motivated leader with strong professional expertise and a genuine commitment to student wellbeing. You will have:

#### **Essential skills and experience:**

- Relevant tertiary qualification in social sciences, human services, education, law, or related field.
- Proven experience (typically 3–5+ years) in advocacy, student support, case management, or community services.

- Demonstrated leadership skills, including team supervision, performance management, and service delivery oversight.
- Strong knowledge of legislation and policies affecting students (e.g., academic appeals, tenancy, financial aid, mental health, international student regulations).
- Ability to manage confidential and sensitive cases ethically and professionally.
- Excellent interpersonal, communication, and conflict resolution skills.
- Strong analytical, planning, and problem-solving abilities.
- Commitment to equity, fairness, inclusion, and student success.
- Comfortable working in a dynamic, student-focused environment.

Desirable:

- Experience in tertiary education, student unions/guilds, or not-for-profit organisations.
- Familiarity with student advocacy frameworks, academic misconduct processes, and student rights.
- Understanding of international student issues and cross-cultural support needs.
- Training in mental health first aid, trauma-informed practice, or crisis intervention.
- Experience developing policies, procedures, or educational resources related to student support.

### Why you'll love it here

At Curtin Student Guild, you'll work in a values-driven, supportive environment where you can:

- Make a real impact on student life and leadership.
- Be part of a supportive and values-driven team.
- Flexible work options and opportunities for professional growth.

Enquiries about the role can be made by contacting Mr Vernon Thompson, Managing Director on 9266 3088 or via email [V.Thompson@guild.curtin.edu.au](mailto: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](mailto: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: **Monday 19 January 2026 at 4pm AWST** – Note, only shortlisted candidates will be contacted.