



JOB DESCRIPTION

Position Title	:	Student Support Assistant
Department	:	Quality, Learning and Teaching, and Students
Report to	:	Student Support Coordinator
Reportees	:	nil
Employer	:	University of Puthisastra
Location	:	Phnom Penh, Cambodia
Working Hours**	:	8:00am to 12:00pm; 1:30pm to 5:30pm Some Saturdays 9:00am to 12:00pm

**For some University events and other working requirements, it may be necessary to work outside of these hours, in which case Time Off in Lieu is available

1. The Department

The **Student Support Assistant** supports the Student Support Office (SSO) in the Quality, Learning and Teaching, and Students Department (QLTS). QLTS leads and supports the University’s commitment to **Quality** – as articulated in the National Standards for Institutional Accreditation and the University’s Strategic Plan; **Learning and Teaching** innovation and best practice; and **Students** – our goal to deliver an outstanding university experience for our students.

2. The Role

This full time position supports the work of the Student Support Office in the Quality, Learning and Teaching, and Students Department of the University.

Under the leadership and direction of the Student Support Coordinator, the **Student Support Assistant** supports the Student Experience Unit (SEU) responsible for the out-of-classroom student experience at the University, including development of student leadership skills, careers planning, academic counselling, scholarships and learning support.

The **Student Support Assistant** also supports the Events and Placements Unit (EPU), which oversees support for students undertaking clinics, missions and other placements; and important University events including Graduations, Orientation and Big Launch, Culture Day, Careers Conference, Student Awards, Student Clubs, Learning and Teaching Workshops and other events.

The incumbent of this role supports program areas with major impact on students and the student experience of the University.

3. Duties and responsibilities

- Under guidance, support the day-to-day operations of the Student Support Office, ensuring consistency of practice and maintenance of optimal service levels
- Under guidance, support leadership programs, career and learning support activities that support the Department's operational plan and University strategy and objectives
- Under guidance, support programs and services associated with the out-of-classroom student experience
- Under guidance, interpret UP policies and regulations, including government, recreational and cultural activities, international education activities, student group activities and club activities
- Under guidance, support academic advising regarding the University's academic programs, scholarships, internships and financial aid
- Under guidance, support the provision of safety and security of students on campus and at University-related events including field trips
- Under guidance, support important University events including, but not limited to, Graduations, Orientation and Big Launch, Culture Day, Careers Conference, Student Awards, Student Clubs, Learning and Teaching Workshops and other events
- Perform other related duties and assume additional responsibilities as assigned by the Student Support Manager.

4. Liaison and Networking

- Liaison under direction of the Student Support Manager with faculties and departments in relation to student matters
- Research and administrative responsibilities as required and as directed by the Student Support Manager
- Support reviews of the efficiency and effectiveness of events conducted by the Department with other faculties and departments, with a view to continuous improvement
- Proactively support the Quality Assurance processes of the Quality, Learning and Teaching, and Students Unit by liaising across faculties and departments to support the University's commitment to the National Standards for Institutional Accreditation and the University's Strategic Plan in the areas of SAU responsibility.

5. Qualifications and Requirements:

- **Education and Experience:**
 - Bachelor Degree in Education or Educational Administration or equivalent experience
- **Skills/Competencies:**
 - Demonstrated ability to work independently and as part of a team
 - Demonstrated understanding of the requirements for supporting leadership programs, career and learning support activities, or experience in implementing same
 - Demonstrated understanding of the requirements for delivering outstanding University events
 - Demonstrated knowledge of student support functions and related administration
 - Demonstrated outstanding organizational and time management skills
 - Demonstrated excellent communication skills – including fluent Khmer and good knowledge of English (written and spoken)