

JOB DESCRIPTION

Position Title	:	Student Experience Officer
Department	:	Quality, Learning and Teaching, and Students
Report to	:	Student Support Coordinator
Reportees	:	nil
Location	:	University of Puthisastra, Phnom Penh, Cambodia
Working Hours**	:	General working hour

**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 Quality, Learning and Teaching, and Students Department (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.

The Student Support Office (SSO) is located in QLTS. It comprises two separate but interconnected Units - the Events and Planning Unit (EPU), and Student Experience Unit (SEU) in which this **Student Experience Officer** role is located.

The SEU is 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.

2. The Role

This full time position reports to the Student Support Coordinator. The **Student Experience Officer** is 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 Experience Officer** also takes responsibility for conducting *ad hoc* and regular Student Experience and University Experience surveys and questionnaires to assure quality student experiences.

The incumbent of this role acts with a significant degree of autonomy in activities with major impact on students and the student experience of the University.

3. Duties and responsibilities

- Under leadership of the Student Support Coordinator, perform day-to-day operations of the SEU, ensuring consistency of practice and maintenance of optimal service levels
- Develop, implement and review out-of-classroom student leadership programs, career planning and learning support activities, and academic counselling activities that support the QILT Department's operational plan and University strategy and objectives

- Under guidance from the Student Support Coordinator develop, interpret and implement UP policies and regulations for activities associated with the SEU and broader University and SSO responsibilities
- Research and deliver academic advising regarding the University's academic programs, scholarships, internships and financial aid
- Support the provision of safety and security of students on campus and at University-related events including field trips
- Support, under guidance from the Student Support Coordinator, 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, as required
- Perform other related duties and assume additional responsibilities as assigned by the Student Support Coordinator.

4. **Liaison and Networking**

- Responsibility for liaison with faculties and departments in relation to student matters
- Research and administrative responsibilities as required and directed by the Student Support Manager
- Review the efficiency and effectiveness of activities conducted by the SSO with other faculties and departments, with a view to continuous improvement
- Under guidance from the Student Support Coordinator, support both specifically Student Support-related and broader University-wide Quality Assurance processes 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 SSO responsibility.

5. **Qualifications and Requirements:**

- **Education and Experience:**
 - At least 1 year working in a student support team, together with a Bachelor Degree in Education or similar qualification (Master preferred), or a similar combination of qualification and related experience.
- **Skills/Competencies:**
 - Demonstrated leadership capability and commitment to professional and personal development
 - Demonstrated ability to work independently and as part of the team
 - Demonstrated knowledge of principles and processes related to delivering excellence in leadership programs, career and learning support activities, and experience in implementing same
 - Demonstrated knowledge of student support functions and related administration
 - Demonstrated outstanding organizational and time management skills
 - Demonstrated outstanding communication skills – including fluent Khmer and English (written and spoken)