

JOB DESCRIPTION

Position Title	:	Student Support Coordinator
Department	:	Quality, Learning and Teaching, and Students
Report to	:	Director of Quality, Learning and Teaching, and Students
Reportees	:	Three (3) Student Support Officer; Events and Placements Officer; Student Experience Assistant
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 **Student Support Coordinator** leads the Student Support Office (SSO) in the Quality, Learning and Teaching, and Students Department (QLTS) of the University. 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 manages and leads the work of the Student Support Office in the Quality, Learning and Teaching, and Students Department of the University.

The **Student Support Coordinator** leads and manages 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 Coordinator** also leads and manages 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 acts with a significant degree of autonomy in program areas with major impact on students and the student experience of the University.

3. Duties and responsibilities

- Lead the Student Support Office and represent the QLTS Department in the day-to-day operations of the Student Support Office and across the University, ensuring consistency of practice and maintenance of optimal service levels
- Lead, support and manage the team of three direct reports to the position: Student Support Officer; Events and Placements Officer; and Student Experience Assistant, with a focus on the delivery of exceptional service to students and UP colleagues as well as to the broader community
- Develop, implement and manage student leadership programs, career and learning support activities that support the Department's operational plan and University strategy and objectives
- Lead and evaluate programs and services associated with the out-of-classroom student experience
- Develop, interpret and implement UP policies and regulations, including government, recreational and cultural activities, international education activities, student group activities and club activities
- Research and deliver academic advising regarding the University's academic programs, scholarships, internships and financial aid
- Oversee the provision of safety and security of students on campus and at University-related events including field trips
- Manage and oversee 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 Director of Quality, Learning and Teaching, and Students.

4. Liaison and Networking

- Senior responsibility for liaison with faculties and departments in relation to student matters
- Research and administrative responsibilities as required and directed by the Director of Quality, Learning and Teaching, and Students
- Review the efficiency and effectiveness of events conducted by the Department with other faculties and departments, with a view to continuous improvement
- Proactively 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 leading a student support team, together with a Bachelor Degree in Education or Educational Administration (Master preferred), or a similar combination of qualification and related experience.

- **Skills/Competencies:**

- Demonstrated leadership and capacity to support and lead a team
- Demonstrated ability to work both 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 principles and processes related to delivering outstanding University events
- 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)