

**University Study Hub Advisor
Position Description
January 2026**

Title:	University Study Hub Advisor
Classification:	Project Officer Level A to Coordinator Level B (According to award)
Salary:	<p>\$81,218.82 to \$84,844.83 plus superannuation of 12% per annum for a full-time position (According to Djerriwarrh's internal scale). Paid pro rata for a part-time position.</p> <p>Staff also have the ability to access "tax free" benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status, and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains its PBI status.</p>
Status:	Full-time (or part-time at 0.6 FTE) fixed term until 30 June 2027
Award:	Labour Market Assistance Industry Award 2020

ORGANISATIONAL CONTEXT

Djerriwarrh Community & Education Services (Djerriwarrh) is a highly regarded not for profit charitable organisation which has been delivering high quality education, training, employment and youth programs in the western suburbs of Melbourne since 1989. Djerriwarrh's Mission Statement is 'empowering individuals and local communities to learn, connect and grow'. Djerriwarrh works in partnership with the community, other community based organisations, participants/clients and local, state and federal governments.

Education and training services including:

- Adult Community & Further Education (Learn Local provider)
- Vocational Education and Training (VET)
- Government (State and Federal) contracted training (Skills First)
- Skills for Education and Employment (SEE) and the Adult Migrant English Program (AMEP) trading as Learning for Employment
- Literacy and Numeracy services
- Djerriwarrh Community College
- Djerriwarrh Neighbourhood House
- Melton Suburban University Study Hub

Youth services including:

- School Focused Youth Services
- TAC L2P Learner Driver Program
- Better Futures
- Reconnect
- Homework Club

Employment services including:

- Parent Pathways

DJERRIWARRH'S VALUES

Caring – we provide a safe and welcoming environment for all.

Respectful – we treat all people fairly and equally.

Inclusive – we are welcoming and put people first.

Adaptable – we respond to individual and community needs in a creative and flexible way.

Accountable – we take responsibility for our decisions and follow through on our commitments.

Djerriwarrh is committed to quality, innovation and promoting a culture of continuous improvement in its governance, management and service delivery.

Djerriwarrh is committed to child safety and all staff, volunteers and board members have a responsibility to prevent child abuse and respond appropriately to allegations.

All Djerriwarrh employees have a shared responsibility to identify and manage risks particularly those associated with children and young people attending the workplace.

Djerriwarrh is committed to providing a safe and inclusive environment for all children and young people from all cultures including from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds, gender and sexually diverse people and people with a disability.

DJERRIWARRH'S QUALITY MANAGEMENT SYSTEM (QMS)

All staff contribute to Djerriwarrh's Quality Management System (QMS), which is aligned with ISO 9001:2015 and supports the delivery of high-quality services across all programs. Each employee is responsible for understanding and fulfilling their role in maintaining and improving quality standards, complying with relevant policies and procedures, and actively participating in continuous improvement initiatives. This shared responsibility ensures that the QMS remains effective, responsive, and aligned with the organisation's strategic goals.

POSITION OBJECTIVES

Located in the heart of Melton at the Melton Library and Learning Hub, the Melton Suburban Study Hub expands access to tertiary education for students in the region free of charge. Offering campus-style study spaces, on-site administrative and academic support, and a range of student services, the Melton Study Hub provides an invaluable resource for learners pursuing tertiary education from any Australian institution and opportunities for local students to pursue post-secondary school education without having to travel or relocate.

The objective of the Melton Study Hub is to increase locally supported delivery of higher education in the region through providing greater accessibility, dedicated study facilities, and wrap-around support services for students in the community which, in turn, will help to meet the growing workforce needs of local industry.

The Melton University Study Hub Advisor is responsible for assisting the Study Hub Manager with program delivery and helping to build a strong and positive reputation in the community.

The University Study Hub Advisor will assist the Study Hub Manager to coordinate the day-to-day activities to ensure that milestones are delivered on time and within budget in an efficient and effective manner.

The University Study Hub Advisor will meet regularly with the Study Hub Manager to review and discuss performance and to address any identified issues.

Djerriwarrh Community & Education Services operates the Melton Suburban University Study Hub under the Australian Government Suburban University Study Hubs Program. The Study Hub is student-facing, with services spanning study spaces, internet and computing, academic skills and administrative/wellbeing support, pastoral care and orientation, and employability connections where relevant. Advisors work provider-neutral to ensure fairness and relevance across institutions.

PROGRAM SPECIFIC DUTIES & RESPONSIBILITIES

- Provide administrative and academic support to Study Hub users: understanding enrolment and HECS information and navigating administrative processes, assistance with writing and research skills, assistance with assignment questions, assistance with finding and navigating scholarships, assistance with navigating university portals, assistance with understanding the processes and academic language of their provider and helping to communicate with their provider.
- Provide student well-being services: pastoral care in its broadest sense, advice on study and career pathways, general well-being support including help accessing student services.
- Assist with marketing and promotion of the Study Hub to all stakeholders ensuring all promotional materials meet contractual requirements.
- Develop strong working relationships with relevant local government programs, private and community services and stakeholders including higher education providers, schools, and employment service providers.
- Develop a strong collaborative working relationship with relevant partner organisations (Melton City Council, Victoria University, University of Melbourne, Advisory Committee) and with the Suburban University Study Hub's support staff.
- Assist with the coordination of the Study Hub's Advisory Committee.
- Identify and participate in relevant local key networks as applicable.
- Fully understand the Melton Suburban Study Hub contractual requirements, ensuring compliance with the contract and associated documents.
- Keep up to date with any contract variations, changes to guidelines, templates or forms.
- Keep up to date with education and employment trends and opportunities in the region.
- Complete required reports to a high standard.
- Ensure recording of all Study Hub and student information is accurate and within set timeframes.
- Assisting Hub users with onsite IT issues (initial triage/trouble shooting/problem solving).
- Ensure appropriate WHS practices and that the Study Hub is a safe environment, conducive to learning.
- Regularly review and improve internal systems including relevant data management systems in consultation with the Study Hub Manager.
- Ensure compliance with Djerriwarrh policies and procedures.
- Assist the Study Hub Manager with other issues/matters as required/requested.

CONDITIONS OF EMPLOYMENT

The University Study Hub Advisor is a full-time or part time position.

Remuneration falls under the Labour Market Assistance Industry Award. Salary is within the range of \$81,218.82 (\$40.99 per hour) to \$84,844.83 (\$42.82 per hour) plus superannuation for a full-time position or 0.6 pro rata for a part-time position.

This position may access "tax free" benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status, and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains the PBI status.

The starting salary is dependent on relevant qualifications and experience. A probation period of 6 months applies to this position.

Confirmation of employment

Confirmation of employment with Djerriwarrh is subject to the provision of:

- Satisfactory outcome of Nationally Coordinated Criminal History Check (NCCHC) and Working with Children Check. A Working with Children Check is the responsibility of the employee.
- A valid Australian visa with work rights (if applicable).

Workplace Health and Safety (WHS)

All employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety.

All employees are responsible for their own safety and that of fellow employees. All employees must:

- Report unsafe or unhealthy work practices to WHS representatives, coordinators and/or managers.
- Comply with WHS policies and procedures and to follow directions given by coordinators, managers or any WHS and Emergency Response Team representatives in relation to safe work practices.
- Comply with all current government and health expert advice, and requirements.

Site flexibility

Staff may be required to work at any of the Djerriwarrh sites including outreach sites. Djerriwarrh's head office is based in Melton with other sites in Sunshine and Ballarat.

Drivers licence

A current driver's licence is desirable.

Pre-existing injury

The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be adversely affected by employment in this position. This will assist Djerriwarrh in providing a safe work environment for new staff.

KEY SELECTION CRITERIA

Mandatory:

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| KSC 1: | Demonstrated experience working in higher education, a university/TAFE student services team, regional/urban study hubs, or a closely related student-support environment. Clear understanding of the student lifecycle, academic calendars, common systems/processes and where to refer students appropriately. |
| KSC 2: | Confident with CRM data entry and reporting (e.g. HubSpot or similar), online forms and surveys, Microsoft 365/Teams, room-booking platforms (e.g. Skedda), and day-to-day troubleshooting of Wi-Fi/PC/printing/AV to keep the study environment running smoothly. |
| KSC 3: | Strong written and verbal communication, able to support students 1-on-1 and in small groups, and to coordinate small events or workshops. |
| KSC 4: | Proven experience in building and maintaining positive stakeholder relationships. |
| KSC 5: | Experience with diagnosing and resolving basic IT issues. |
| KSC 6: | Effective time management skills and a proven ability to prioritise and deliver outcomes. |

QUALIFICATIONS/SPECIAL REQUIREMENTS

- Tertiary level qualifications related to education, training, social work, business administration, career guidance, and/or equivalent work experience.
- Knowledge of the workings of the higher education sector would be an advantage.

REPORTS TO

Melton Suburban University Study Hub Manager

SUPERVISES

N/A

IMPORTANT NOTES:

- Djerriwarrh actively encourages applications from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds, gender and sexually diverse people and people with a disability.
- Services comply with the provision of relevant Commonwealth, State or local government legislation, which has direct or indirect implications for the service.
- Services are conducted free from any sexual harassment and any unlawful discrimination which contravenes the:
 - *Racial Discrimination Act 1975*
 - *Sex Discrimination Act 1984*
 - *Disability Discrimination Act 1992*
 - *Disability Act 2006*
 - *Equal Opportunity Act 2010*
 - *Charter of Human Rights and Responsibilities Act 2006*
- Services are conducted in compliance with relevant sections of the:
 - *Privacy Act 1988*
 - *Freedom of Information Act 1982*
- Djerriwarrh is a child safe organisation and complies with:
 - *Child Wellbeing and Safety Act 2005*
 - *Worker Screening Act 2020*
- Djerriwarrh acknowledges and respects the privacy of individuals and handles personal information in compliance with Information Privacy Principles (Victoria) and the National Privacy Principles. Your personal information will be destroyed when no longer required.
- Djerriwarrh has in place an information security management system. All staff are required to comply with the relevant policies and procedures to protect the integrity and security of any information created or collected for the purposes of delivering our services and programs.

Declaration

My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.

Employee	Name:	Signature:	___/___/___
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Manager	Name:	Signature:	___/___/___
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