

Position description

Position title:	Student Engagement Officer
School/Section/VCO:	Student Connect
Campus:	Mt Helen Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 5 range
Employment mode:	Continuing appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Part-time
Recruitment number:	848993
Further information from:	Ms Casey Geaghan, Coordinator, Student Engagement (Student Development, Community and Events), Student Connect Telephone: (03) 5327 6614 E-mail: c.geaghan@federation.edu.au
Position description approved by:	Mr Jeremie van Delft Director, Student Connect

This position description is agreed to by:

Employee name

Signature

Date

The University reserves the right to invite applications and to make no appointment.

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

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Position summary

Student Connect is a directorate within the Student Support and Services portfolio which aims to ensure that students have an excellent student experience and are successful in achieving their educational and personal goals. Student Connect is comprised of three main areas: Student Wellbeing and Support, Student Development and Student Advisory Service.

The Coordinator, Student Engagement is a member of the Student Development team and is responsible for implementing and monitoring student engagement strategies and for the provision of quality student experience services that contribute to overall student retention and success.

The Student Engagement Officer will work within the Student Engagement Office and is responsible for enhancing students' experience and wellbeing through the provision of a range of activities and events that improve student engagement within University life.

Key responsibilities

1. Plan and implement a calendar of events for students during the academic year, including Orientation activities for commencing students.
2. Contribute to the promotion of Student Connect services through presentations, promotional events and in collaboration with other parts of Student Connect.
3. Design and implement a range of personal and professional development opportunities for students to undertake, enabling them to extend their knowledge, skills and experience.
4. Network, engage with and maintain effective relationships with internal and external stakeholders to provide opportunities for students, linking them with their wider community.
5. Develop and implement a strategy to promote participation in student development and community engagement activities, as part of enhancing the overall student experience.
6. Develop and maintain a variety of marketing materials, in order to communicate and promote opportunities to students.
7. Monitor expenditure against the allocated budget and ensure a balanced budget at the end of the calendar year.
8. Provide support and guidance to student clubs and societies, in order to deliver equitable, engaging opportunities for all students.
9. Participate as a member of the Student Engagement team, which is responsible for student orientation and social engagement, and support other Student Connect initiatives across the University.
10. Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
11. Undertake the responsibilities of the position adhering to:
 - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Student Engagement Officer works under the general supervision and direction of the Coordinator, Student Engagement. The Student Engagement Officer will work as part of the Student Connect team in supporting and delivering events across all campuses.

The Student Engagement Officer must have:

- a sound knowledge of all relevant University student focused policies and procedures;
- responsibility for day to day problem solving relating to requests for support; and
- a sound knowledge of the procedures involved in staging campus events including function, conference and travel planning and organisation, compliance monitoring, payment of invoices, and other financial processes such as budget planning and monitoring expenditure.

The Student Engagement Officer will be required to execute sound judgement and prudence in relation to Health and Safety to minimise or eliminate the risks to students in participating in events.

The position will establish contacts within the teaching and professional staff at each campus, to ensure that they are informed of any events and as a general contact for students for Student Connect.

A good understanding of confidentiality as it pertains to sensitive, personal information and records are an important component of this position.

Training and qualifications

Completion of a degree without subsequent relevant work experience; or completion of an advanced diploma qualification and at least one year's subsequent relevant work experience; or completion of a diploma qualification and at least two years subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.

Current drivers licence with the ability to drive University vehicles.

All University positions delivering education and/or services to children (a child for this purpose is considered to be someone below the age of 18 years) must hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Position/Organisational relationships

The Student Engagement Officer reports to the Coordinator, Student Engagement.

The Student Engagement Officer also works closely with the management of University physical resources and facilities, and with other student support areas.

The Student Engagement Officer will work closely with, and liaise with staff from the Aboriginal Education Centre, FedUni Living, Equity and Diversity, Careers and Employment, Scholarships and any other relevant team to deliver the most effective and worthwhile program for students.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of a degree without subsequent relevant work experience; or completion of an advanced diploma qualification and at least 1 years subsequent relevant work experience; or completion of a diploma qualification and at least 2 years subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated ability to work effectively with clients in a customer/student-centric environment, preferably within a tertiary education setting.
3. Demonstrated working knowledge and application of the Child Safety Standards.
4. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds
5. Demonstrated understanding of marketing, promotion and communication about events and activities, including the use of social media, webpages and SMS messaging.
6. Demonstrated organisational skills, including the ability to prioritise and give attention to detail, including organising campus events and activities.
7. Demonstrated skills and experience in planning large events and engagement activities for a broad range of participants
8. Commitment and ability to work flexible hours throughout the calendar year, including availability after hours in relation to running events and activities with reasonable notice provided by the supervisor
9. Demonstrated skills in developing a range of extra-curricular learning opportunities for students to undertake throughout their study.
10. Demonstrated ability to manage conflicting interests with regard to the aspirations of students and the policy and procedural requirements of the University
11. Capacity to be a cooperative member of the Student Connect team, contributing to the effective and efficient services of the Directorate
12. Demonstrated interpersonal and communication skills, including the ability to liaise with a diverse range of people.
13. Demonstrated working knowledge and application of the Child Safety Standards.
14. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.