

# POSITION DESCRIPTION



Position Description Classification Approved	Date
Human Resources Branch	24/11/2021

POSITION DETAILS	
<b>Position Title:</b>	<b>Student Engagement Support Officer</b>
<b>Position Number:</b>	00024099
<b>Classification:</b>	HE05
<b>Faculty/Division:</b>	Division of Academic and Student Engagement
<b>School/Branch:</b>	Student Engagement and Success
<b>Reports to (position title):</b>	Student Engagement Coordinator
<b>Delegations:</b>	N/A
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>Reasonable workplace adjustments will be made for people with a disability</li> </ul>
<b>Significant Working Relationships:</b>	<ul style="list-style-type: none"> <li>Coursework students</li> <li>DASE Leadership Team</li> <li>Faculty Leadership Teams</li> <li>Academic staff</li> <li>Divisional support teams across the University</li> </ul>

POSITION SUMMARY
<p>The University of Adelaide is a large and successful university in Australia's Group of Eight research intensive universities, distinguished by its international reputation and commitment to innovation and excellence in research and teaching.</p> <p>The Division of Academic and Student Engagement (DASE) partners with students, staff and the broader community to deliver an outstanding student experience. At the heart of the student experience are transformational opportunities in learning and teaching.</p> <p>The Student Experience branch is responsible for providing services that deliver an excellent student experience. This includes administrative and support services to students as well as service to, and partnership with, academic staff in the development of a high-quality, engaging and relevant learning environment.</p> <p>The Student Experience branch is underpinned by two key foundations:</p> <ul style="list-style-type: none"> <li>rich engagement with our student cohorts, clubs and societies to cultivate impactful partnerships; and</li> <li>proactive student-centric support across the student lifecycle embedded in the learning and teaching experience to deliver increased student retention and success.</li> </ul> <p>Student Engagement and Success ensures a rich student experience through delivery of proactive initiatives that support student connections, progression and success during their time at the University of Adelaide. The unit works closely with student representatives and is responsible for orientation, program advice, academic progress and initiatives that support student retention and completion.</p> <p>The Student Engagement Support Officer works under general direction to provide implementation support to the delivery of coursework student engagement activities to elevate the delivery and operationalisation of success and retention activities, including proactive University-wide student intervention campaigns, and on-boarding and orientation.</p>

KEY RESPONSIBILITIES	
Operational Support	<ul style="list-style-type: none"> <li>Provide operational support to the delivery of student engagement and success activities and initiatives</li> <li>Support the planning and execution of student engagement across a range of contemporary communication channels</li> <li>Maintain accurate data reports and records.</li> <li>Provide general administrative support as required including reports, data requests, event organisation and other initiatives.</li> </ul>
Relationship Management Support	<ul style="list-style-type: none"> <li>Support the engagement with coursework student cohorts to foster mutually beneficial relationships to enhance the delivery of comprehensive, targeted, dynamic and responsive services/support.</li> </ul>

	<ul style="list-style-type: none"> <li>• Liaise with key University stakeholders to ensure student engagement objectives are delivered.</li> <li>• Support the delivery of student success and engagement initiatives and projects in partnership with key stakeholders including students, student clubs and societies.</li> </ul>
Other reasonable duties commensurate with classification level.	

<b>PEOPLE MANAGEMENT RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• N/A</li> </ul>

<b>CAPABILITIES AND BEHAVIOURS</b>
Use the <a href="#">Capability Dictionary</a> to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position.

<b>UNIVERSITY EXPECTATIONS</b>
Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University's Code of Conduct

<b>STAFF VALUES AND BEHAVIOUR FRAMEWORK</b>
Our culture is one that welcomes all and embraces diversity consistent with our <a href="#">Staff Values and Behaviour Framework</a> and our Values of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valuable asset, so we work to grow and diversify the skills, knowledge and capability of all our staff.

<b>SELECTION CRITERIA</b>
<p><b>Knowledge and Experience:</b></p> <ol style="list-style-type: none"> <li>1. Proven record of actively contributing to the development of, and working effectively in, high-performance teams</li> <li>2. Demonstrated ability to problem solve and be agile and responsive in a student facing engagement role</li> <li>3. Demonstrated excellent written and oral communication and interpersonal skills, including the ability to develop excellent working relationships with students, and other stakeholders</li> <li>4. Demonstrated ability to work independently, to prioritise work effectively and deliver outputs in a timely manner</li> <li>5. Demonstrated commitment to delivering high-level customer service.</li> <li>6. Demonstrated ability to promote the organisational values of integrity, respect, collegiality, excellence and discovery, and a commitment to positively comply with the associated behaviour expectations.</li> </ol> <p><b>Qualification/s:</b></p> <ul style="list-style-type: none"> <li>• Completion of a degree without subsequent relevant work experience; or</li> <li>• An equivalent combination of relevant experience and/or education/training.</li> </ul>