## Position Description

### Senior Project Officer, Student Experience (Content Designer)

<table>
<thead>
<tr>
<th>Faculty/Division</th>
<th>Arts, Design &amp; Architecture</th>
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<tbody>
<tr>
<td>Classification Level</td>
<td>Professional 7</td>
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<tr>
<td>Hours &amp; Span (Category)</td>
<td>G - Administrative, Clerical, Computing, Professional &amp; Research Staff</td>
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<tr>
<td>Position number</td>
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<td>Shiftwork status</td>
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<td>Allowances</td>
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<td>On call arrangements</td>
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<td>Original document creation</td>
<td>15 May 2024</td>
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### Position Summary

The Senior Project Officer, Student Experience (Content Designer) plays a key role within Arts, Design & Architecture (ADA) in designing, implementing, and evaluating student experience resources, particularly the suite of ADA Student Onboarding Packs. Content development for these resources is aligned with the Student Experience initiatives in ADA and UNSW. This role will be instrumental in the design and delivery of the ADA Student Onboarding packs and involves project management and stakeholder consultation, including student co-design opportunities. The role will also collaboratively support and deliver other student experience content as part of the broader Student Experience team.

The role reports to ADA Student Experience Manager and works closely with other Senior Project Officers in the team.

### Accountabilities

Specific accountabilities for this role include:

- Design, develop and deliver a suite of content, to achieve operational and strategic goals relating to student experience, in particular the ADA Student Onboarding Packs and related activities.
- Collaboratively engage with a range of stakeholders and facilitate student feedback and co-design opportunities to inform content creation.
- Ensure on-time delivery of key project deliverables and support the overall progression of projects at all stages of the project lifecycle.
- Design, develop and maintain the relevant infrastructure, systems, and processes for content creation for a high-volume project with competing deadlines to ensure sustainable delivery and scalability.
• Lead the creation of audience-relevant written and visual content using a range of technical skills alongside understanding of key audiences, stakeholders, UX and accessibility.

• Work collaboratively as a project team to achieve shared outcomes, drawing on diverse strengths.

• Coordinate adherence to UNSW governance pathways to ensure projects are managed within a defined, consistent and proven set of rules for project development.

• Assess and manage project risks and issues and provide solutions where applicable.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health & safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical health and safety of yourself or others.

Skills and Experience

• A relevant degree or equivalent, with subsequent relevant experience in content design and delivery for high-volume/large scale/suite of online publications, or an equivalent level of knowledge gained through any other combination of education, training, and/or experience.

• Exceptional visual, written, and verbal disciplinary communication skills, with a high level of attention to detail for deliverables produced and ability to deliver collateral for a variety of audiences according to branding guidelines.

• Demonstrated experience in publications preparation for a variety of audiences and platforms including ability to convert and prepare materials, whilst embedding accessibility, copy editing, and auditing content for accuracy.

• Develop and deliver relevant structures, systems and processes for content design and development relating to student experience activities, and ensure regular reviews and updates of resources.

• Ability to exercise independent judgement and problem solving with the ability to provide, investigate, and deliver innovative solutions, as well as resolve and address challenges as they arise to ensure project remains on track.

• Demonstrated success working effectively and collaboratively on initiatives with a range of people at different levels within an organisation. Able to take initiative and work independently while managing competing demands.

• Strong proficiency with a range of relevant software, including the Adobe Suite: InDesign, Illustrator, Photoshop and Acrobat.

• Proven project experience, with an understanding of the project life cycle and development of project plans, objectives and documentation.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.