POSITION DESCRIPTION

Engagement and Communications Officer

Position Level: 5
Faculty/Division: Engineering
Position Number: 00113641
Original document creation: 7/7/2022

Position Summary
An Engagement and Communications Officer is responsible for providing proactive, practical and efficient project support to the School of Mechanical and Manufacturing Engineering (MECH) and School of Mineral and Energy Resources Engineering (MERE).

Role reports to the Division of External Engagement Manager for Engineering with a dotted line to the School Manager of the School in which the project work is being completed.

Accountabilities
Specific accountabilities for this role include:

- Liaise with Division of External Engagement to provide advice to school staff relating to events as well as digital media processes, guidelines, and activities in line with broader UNSW policy.
- Oversee School LinkedIn group account including posting updates, encouraging school engagement and connecting directly with Alumni.
- Ensure content is developed in accordance with UNSW branding guidelines as well as being inclusive of key school messaging. Ensure content is consistent with the School and Faculty strategic directions.
- Create regular high-quality content and news updates for both internal and external online platforms by working closely and proactively with academic staff.
• Work closely with the Faculty External Engagement Team to support academic and professional staff with website updates. Maintain effective channels of communication to ensure requests are prioritised and completed accurately and timely

• Coordinate events for internal and external stakeholders including drafting agendas, speaker briefings and run sheets, as well as booking venues, ordering catering and making travel arrangements.

• Work on ad hoc projects to promote the School, including development of marketing collateral, enhancing the School’s social media presence, outreach and visibility amongst key stakeholder groups such as high school students.

• Develop and maintain filing systems, spreadsheets, databases, and other administrative systems as required.

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

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

**Skills and Experience**

• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.

• Demonstrated experience in writing copy and content creation for online platforms such as LinkedIn, Facebook and Yammer as well as website copy in a professional setting.

• Advanced time management, organisational and problem-solving skills, including the ability to meet deadlines.

• Demonstrated success in event coordination.

• Excellent attention to detail and ability to provide effective customer service and support to stakeholders at all levels.

• Well-developed interpersonal, written and oral communication skills.

• Demonstrated capacity to work effectively in a team, preferably within a stakeholder-driven environment.

• Highly proficient computer literacy with excellent skills in Microsoft Office applications, in particular Word, Excel and PowerPoint.

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

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.