## Position Summary

The **Senior Officer, Onboarding and Transition** plays a lead role within the Student Engagement Team, Student Life, PVCSS in the planning, development and implementation of orientation and transition activities for new commencing students.

The role of the Senior Officer, Onboarding and Transition will work on the design and implementation of an onboarding program that defines the UNSW arrival experience and engenders a sense of belonging and connection. This includes pre-departure transition and arrival. These programs cater to the different needs of diverse student communities.

The role reports to the Manager, Onboarding and Transition and has no direct reports.

## Accountabilities

Specific accountabilities for this role include:

* Support the Manager Onboarding and Transition in identifying objectives and goals that will shape the domestic and international student onboarding program.
* Consult with stakeholders to map, document and evaluate the current domestic and international student onboarding experience and journeys, including pre-departure, and to identify and develop culturally appropriate goals and activities that contribute to onboarding and belonging
* Undertake research of best practice across Go8 onboarding models for international and domestic students in order to support the development of programs within UNSW.
* Design an effective arrival program, comprising of communications, activities and opportunities, for new international students to support their transition to UNSW.
* Establish strategic working relationships and work within UNSW and external stakeholders, including, but not limited to other teams within the PVCSS, RaSS, Future Student Recruitment, Faculty and Nura Gili to support all students transition to UNSW and the wider community.
* Work with the Manger, Onboarding and Transition to contribute to the training package for student ambassadors to assist with orientation events.
* Evaluate international and domestic student feedback mechanisms to evaluate and identify opportunities for improvements.
* Collaborate with students as partners, as well as other stakeholders, including External Relations,, Student Communications, ARC and external stakeholders where appropriate, to develop best practice communication guidelines and deliver effective communication to support international and domestic student onboarding.
* Design resources to assist with international student arrivals.
* 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. Align with and actively demonstrate the [Code of Conduct and Values](https://www.unsw.edu.au/governance/policy/policy-hub/codeofconductandvalues)
* Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience

* A tertiary qualification in a relevant discipline and extensive related experience or an equivalent level of knowledge gained through any other combination of education, training and experience.
* Possess a sound understanding of issues and challenges facing domestic and international students from various diverse backgrounds
* Ability to exercise creativity and enthusiasm in the development of new initiatives to support the domestic and international student arrival experience.
* Ability to design and implement training programs for stakeholders, including students and other volunteers.
* Ability to work independently and in a team environment.
* Proven ability to operate in a multi-stakeholder environment and develop effective and impactful working relationships.
* Demonstrated high level organisational ability and initiative that exhibits attention to detail, and work planning to meet deadlines.
* Experience in evaluation of projects and gap analysis, as well as research to identify best practice.
* Superior written and verbal communication skills with demonstrated ability to engage and work with diverse stakeholders.
* Advanced level of computer literacy with excellent skills in Microsoft Office applications.
* Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.
* 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.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.