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## POSITION DESCRIPTION

# Accommodation Outreach Officer

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Position Level	6
Faculty/Division	DVC-Academic and Student Life
Position Number	00087879
Original document creation	June 2020

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### Position Summary

The **Accommodation Outreach Officer** plays a key role within the Pro Vice-Chancellor Education & Student Experience, Wellbeing Pillar, Accommodation Theme, UNSW Accommodation Operational Team in proactive coordination of the ongoing outreach and engagement with the UNSW Colleges and Accommodation residents for the purpose of creating and maintaining an ongoing connection across the UNSW Accommodation student community.

This role involves coordinating the development of promotional and community outreach communications and implementation of activities and events, projects and initiatives specific to the UNSW Colleges and Accommodation residents. To do this successfully it is essential to develop connections with the UNSW student community, staff in the team and across the PVCESE portfolio and the Division of Academic & Student Life, including the Future Students Marketing Officer as well as internal and external stakeholders.

This role reports to the Operations Manager (Accommodation) and has no direct reports.

### Accountabilities

Specific accountabilities for this role include:

- Coordinate and support the delivery and promotion of Accommodation outreach programs, projects, events, activities and initiatives to achieve operational and strategic goals.
- Provide comprehensive, practical and proactive project and event coordination and administrative support to outreach initiatives including monitoring progress and tracking to milestones and deliverables, alignment with time, cost and quality metrics, identification of risks and implementation of mitigating solutions where applicable and effective communications with key stakeholders, both internal and external.
- Develop, foster and maintain highly effective working relationships with portfolio teams, relevant staff in faculties and divisions including broader Pro Vice-Chancellor Education & Student Experience (PVCESE) broader teams, in particular the Educational Engagement team and UNSW Future Students and external stakeholders such as agents, secondary schools, scholarship, support and pathway organisations.

- Coordinate workshops, seminars, training, forums, meetings and events, manage assigned actions and follow-ups and project status reporting.
- Work with relevant internal and external stakeholders to maintain and update the UNSW Accommodation sites along with other website content on behalf of the area.
- Prepare and disseminate relevant promotional communications and materials relating to portfolio programs, projects and initiatives including emails, flyers, reports, e-news, web and social media content.
- Work closely with the Head of Colleges and Manager Operations (Accommodation) to contribute to the development of program, project and initiative plans and schedules and participate in broader planning and evaluation processes and reporting as required.
- Manage and maintain program and event management systems, including invitation mail-outs, registrations and post event and administration, and project evaluation and reporting as required by the University.
- Support adherence to UNSW governance pathways to ensure programs and projects are managed within a defined, consistent, and proven set of rules for project development.
- Contribute to the development, implementation and review of policy, procedures, guidelines and training materials and resources related to programs, projects and initiatives in accordance with the UNSW and portfolio strategy and objectives
- 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 & 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 event/project/program coordination with an understanding of the project life cycle and development of project plans and objectives including managing logistics, promotions, communications, budgeting, documentation and reporting.
- Advanced communication skills, including demonstrated experience in content writing and editing (official communications, reports, promotional and web content), proofreading and the ability to research and analyse material and summarise key issues.
- Strong service orientation and “client” focus, together with high-level interpersonal and communication skills and demonstrated ability to build and maintain positive and professional relationships with staff at all levels and internal and external stakeholders.
- Excellent organisational and time management skills, accuracy, and attention to detail, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- Demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.
- Advanced level of computer literacy with excellent skills in Microsoft Office applications and databases and understanding of or previous experience in website maintenance. Familiarity with Photoshop, Adobe Illustrator and/or InDesign strongly desirable.
- Willingness and capacity to travel and work flexible hours.

- 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.

### **Pre-Employment Checks**

- Criminal Record Check.
- Working with Children Check.

#### 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.