

Student Engagement Officer

Department/Unit	Student Engagement and Campus
Faculty/Division	Campus Community Division
Primary Function	Administration
Classification	HEW Level 6
Work location	Clayton campus
Date document created or updated	9 December 2015

Organisational Context

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our university and our exciting future, please visit www.monash.edu.

The Campus Community Division provides a range of high-quality non-academic services to students and staff at Monash. These include Monash Sport, Equity and Diversity Centre, Residential Services, Mental Health and Safer Community Programs, University Health Services and Student Engagement & Campus Experience. For more information about the work we do, [please visit our website](#).

Student Engagement & Campus Experience provides a range of professional services and development programs to promote student and staff health and wellbeing. By providing a range of services, we aim to build each individual's capacity to work, study and participate in the community experience whilst at Monash. For information on the range of services we offer, [please see our website](#)

Position purpose

The Student Engagement Officer is part of the team that delivers a range of events and programs which are designed to promote student engagement and campus life and to enhance the student experience on Monash University domestic campuses.

Reporting Line: The position reports to the Campus Experience and Major Events Manager under broad supervision

Supervisory responsibilities: The position will often manage multiple casual and volunteer positions (predominately students) that assist in delivering on campus events

Financial delegation and/or budget responsibilities: None

Key responsibilities

1. Assist in the delivery of a range of high-level campus based events including:
 - Open Day or Open House activities on the Clayton and Caulfield campuses
 - Graduation Cluster uplift and guest experience activities
 - Major campus-based activation activities including festivals and local pop-up installations
2. Assist with the recruitment and training of student volunteer and casual staff to support on campus events

3. Build and sustain relationships with an extensive network of internal and external stakeholders, in support of the office's aims and its efficient operation. Undertake various specific roles within event project teams, ranging from leading the project to undertaking pivotal support functions
4. Undertake various activities that facilitate the collection of participant feedback data and develop reports that communicate the reach and impact of the events and activities delivered by the Campus Experience team
5. Monitor expenditure for events and programs throughout the year ensuring events are delivered on time and on budget
6. Actively contribute to the Student Experience Network on all campuses
7. Provide support and assistance across the functions and activities delivered in that portfolio as requested by the Student Engagement and Campus Experience Manager

Key selection criteria

Education/Qualifications

1. The appointee will have:
 - a degree in a relevant field with subsequent relevant experience; or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. A history of understanding and following project management protocols as they pertain to the successful planning, delivery and improvement processes for high quality events and programs
3. Demonstrated ability to design and deliver programs to select, train and develop high quality casual staff and volunteers
4. Excellent communication skills, including the ability to prepare professional documentation for various audiences, advise and negotiate at high levels and maintain discretion
5. Demonstrated relationship management skills, including the ability to interact with, and gain co-operation from internal & external stakeholders at various levels
6. Demonstrated ability to exercise substantial levels of autonomy, judgement and initiative

Other job-related information

- Overtime and out-of-hours work (including evenings, weekends and public holidays) may be required
- Travel to other campuses of the University will be required
- Possession of a current Victorian Driver's Licence is desirable
- There may be peak periods of work during which the taking of leave may be restricted.

Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.

Organisational Chart

Campus Community Division

