

Position Description

Stakeholder Engagement Officer

Position No:	500XXXXX
Organisation Unit:	Student Services and Administration Student Operations and Improvement Team
Campus/Location:	Melbourne (Bundoora)
Classification:	Higher Education Officer Level 6 (HEO6)
Employment Type:	Continuing, Full-Time
Position Supervisor : Number:	Senior Manager, Student Operations and Improvement 5000XXXXX
Reports positions: level:	No reports
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Jobs at La Trobe - <http://www.latrobe.edu.au/jobs>

For enquiries only contact:

Full Name, Position Title, Library TEL: (03) 9479 xxxx

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Position Context / Purpose

This position is part of the Student Services and Administration Division which comprises Student Administration, Service Businesses, Counselling and Equality & Diversity. The position is within the Student Operations and Improvement Team which is responsible for the delivery of an excellent customer service to students, Latrobe University staff and the community. The portfolio works across both academic Colleges and all campuses of the University.

The Stakeholder Engagement Officer will take a leading role under guidance from the Senior Manager, Student Operations and Improvement in the development, implementation and ongoing review of the Student Connection Department's overall communication strategy; they will contribute to the review of all Department communications. The position also assists with the development of a Department Communications strategy, assists with the implementation of the strategy once approved by the Executive Director and contributes to the evaluation as to the effectiveness of the Communications Strategy.

The Stakeholder Engagement Officer is required to employ and maintain a professional, positive and solution orientated approach across all work practices and daily interactions.

Operations span from 8am – 8.00pm and as such the incumbent may be required to work outside traditional business hours

Key Areas of Accountabilities

- Initiate and recommend improvements to the Department's communications with students and other stakeholders,
- Assist teams within Student Administration to develop, produce and evaluate appropriate communication/promotional material, ensuring that all information is consistent, on-brand and aligned to the Departments Communication Strategy.
- Review, identify and implement improvements to internal communications
- Create and administer a repository for current student communications
- Contribute to the development of an appropriate range of platforms and also evaluate the effectiveness of platforms
- Coordinate Student Administration student online content is reviewed regularly and that the look and feel is on brand and that they are easily understood by students and staff.
- Proactively develop the Department public website and intranet sites to ensure that information is relevant and current for students and staff.
- Generate original ideas and innovative solutions through the provision of specialist know how and advice as appropriate. Identifying additional requirements or shortfalls and coordinate the delivery of solutions to maximise communications to staff and students.
- Proactively develop and maintain a high level of working knowledge of business related information including; programs, policies and procedures.

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Key Selection Criteria

ESSENTIAL

- Degree with extensive experience, leading to the development of broad knowledge in a customer service and administrative environment, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- High-level interpersonal and communication skills, a strong customer focus, and the ability to maintain effective liaison with staff across the University
- Demonstrated ability to innovate and take responsibility for outcomes.
- Demonstrated ability to set priorities and monitor workflows within own area of responsibility.
- Ability to demonstrate highly developed skills in web and database applications.
- Ability to demonstrate highly developed skills in writing, editing and production of information.
- Well-developed computer skills and high-level familiarity with desktop applications and PC-based and networked computer systems.

DESIRABLE

- Experience in writing and production of public information within limited timeframes.
- Previous experience in the Tertiary education sector.

CAPABILITY

Evaluating and Decision Making

Evaluates a range of criteria to make robust and timely decisions and holds self-accountable for outcomes

Innovation and Creativity

Pursues new ideas to improve and streamline University services, systems and processes, takes intellectual risk and challenges the status quo to create innovative opportunities for La Trobe.

Planning and Organising

Ensures goals are achieved to agreed expectations through the effective management, monitoring and adjustment of plans according to priorities.

Communicating and Influencing

Expresses information clearly and persuasively and tailors messages to influence a range of people and decisions.

Collaborating and Consulting

Works consultatively to break down silos and operates across disciplines and areas to achieve common goals that benefit La Trobe.

Customer Service and Advice

Provides efficient, courteous and timely service and gives valued advice that strives to exceed client expectations.

Teamwork

Helps others and shares ideas, provides constructive feedback and upholds values and behaviours.

Initials:

Date: 14 Feb