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| **Position Title** | Manager, Student Engagement |
| **Classification** | Level 9 |
| **School/Division** | Student Life |
| **Centre/Section** | Student Wellbeing and Engagement |
| **Supervisor Title** | Associate Director, Student Wellbeing and Engagement |
| **Supervisor Position Number** | 321540 |
| **Position Number** | 322498 |

**Your work area**

The Directorate of Student Life sits within the Education Portfolio, overseen by the Deputy Vice Chancellor of Education and Student Experience. Student Life plays an integral role in the shared strategic goal of providing a world-class student experience.

The Directorate has four core divisions, Student Administration, Student Offices, Student Equity and Success, and Student Wellbeing and Engagement. The scope of services centre on the student journey, from the provision of student programs and activities that support and promote access to UWA, to student enrolment, course planning, transition, and progression through the lifecycle of study to graduation. The Directorate is also responsible for the delivery of services that promote academic success and support wellbeing and engagement for an enhanced student experience. Student Life works closely with the Student Guild, affiliated residential colleges and the wider UWA Education portfolio.

The division of StudentWellbeing and Engagement facilitates a high-quality student experience through the provision of integrated and comprehensive services. The Wellbeing team is responsible for the delivery of the UWA Mental Health and Wellbeing Framework focusing on opportunities for early intervention and timely access to low barrier services. Student Wellbeing and Engagement has five broad areas of Complex Case Management, Counselling and Psychological services; early intervention services and cohort initiatives in Student Wellbeing; Student Engagement through Grand Challenges and the provision of a contemporary onboarding experience; and primary prevention initiatives and clinical response to gender-based violence through the Safe and Respectful Communities team.

**Reporting structure**

Reports to: Associate Director, Student Wellbeing and Engagement

Direct reports: Project Manager Grand Challenges, Team Lead Student Engagement, Onboarding Coordinator, Undergraduate and Onboarding Coordinator, Postgraduate

**Your role**

As the appointee, you will, under broad direction, provide strategic and operational leadership, and manage the Student Engagement and Grand Challenges teams. You will support the College of Schools to provide transition and academic liaison relating to onboarding, orientation and enrolment.

You will contribute to the University’s strategic objectives through provision of professional advice, participation in decision making and providing leadership to the University community regarding the provision of quality onboarding services and subsequent impact on the student experience.

**Your key responsibilities**

Lead and manage the Program Manager, Grand Challenges and Team Lead, Student Engagement to ensure activities are planned, implemented, executed and evaluated in alignment with identified objectives.

Lead and manage the Onboarding Coordinators, to ensure the success of all onboarding engagement events and activities, through partnership development with Heads of Schools, College of Schools and Student Life.

Acquire knowledge from across the University on the range of engagement activities to ensure they are devloped within the team and enhance, support or serve any unmet need within the student engagement area of responsibility.

Build strong collaborative relationships across the University with all stakeholders in the student engagement and Grand Challenges spaces, to ensure the seamless and comprehensive delivery of the student experience.

Develop and implement systems or programs that measure the effectiveness of the engagement programs and initiatives delivered.

Apply thorough knowledge and expertise of University wide policies in order to deliver and report on effective outcomes (e.g. government legislation, guidelines and requirements).

Provide high level strategic advice and support on student engagement activities across the University.

Ensure appropriate records are maintained and prepare relevant reports as required by University policy, procedures and any relevant legislative frameworks.

Contribute to the development of Student Life resources.

Other duties as directed.

**Your specific work capabilities (selection criteria)**

Relevant tertiary qualification or demonstrated equivalent competency.

Demonstrated ability to lead and manage effective high-performance teams, and to foster a positive team dynamic and service focused culture.

Substantial experience, preferably in student engagement, in the development and review of operational plans and organisational wide policy and procedures that benchmark against sector best practice and deliver measurable results.

Substantial experience in building a student-centred focus and culture that delivers consistency of approach and procedures across a large organisation.

Demonstrated ability to manage competing priorities, including the ability to lead a team to ensure consistency of approach for various stakeholders’ needs and priorities and to utilise communication skills to influence at a senior level.

High level analytical and problem-solving skills with proven sound judgement, and an ability to develop innovative solutions and maintain a process of continuous improvement.

Proven ability to develop, deliver and evaluate effective onboarding programs and training that focus on transition pedagogy and student wellbeing.

Demonstrated ability to work independently, show initiative, problem solve and work productively as part of a team.

Excellent developed written and verbal communication skills, and interpersonal skills specific to consultation, liaison, negotiation, provision of workshops and clinical service delivery.

Excellent developed organisational skills with the demonstrated ability to set priorities and to meet deadlines.

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email.

**Special requirements**

Occasional requirement for after-hours work.

Current Working with Children Check.

Current National Police Clearance Certificate.

**Compliance**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

The University’s Code of Conduct [hr.uwa.edu.au/policies/policies/conduct/code/conduct](https://www.hr.uwa.edu.au/policies/policies/conduct/code/conduct)

Inclusion and Diversity [web.uwa.edu.au/inclusion-diversity](https://www.web.uwa.edu.au/inclusion-diversity)

Safety, health and wellbeing [safety.uwa.edu.au/](https://www.safety.uwa.edu.au/)