



POSITION DESCRIPTION

Director, Student Engagement

August 2022

UNIVERSITY of
TASMANIA 

Position Summary

College / Division	Academic Division
School / Section	Student Life and Enrichment
Location	Hobart, Launceston or Cradle Coast
Classification	<u>Senior Manager</u>
Reports to	Executive Director Student Life and Enrichment
Direct reports	4
Delegation level	<u>Profile C</u>

The Opportunity

Providing strategic oversight and direction for the institutional implementation of the University Community Experience Model, the Director provides key leadership across a range of student engagement and extension initiatives. The Director is also responsible for review and compliance of relevant contracts, agreements, policies, operating procedures, and guidelines relevant to the remit of the portfolio. Delivering routine and detailed reports on performance, management and monitoring of risk and community safety will ensure the University remains connected and responsive to relevant legislation changes and examples of good sector practice.

The Director shapes the structure and culture of the relevant teams, ensuring that operations, quality service provision and critical partner relations remain aligned to University strategy, are responsive and relevant to changing strategic priorities and student and community needs. To enhance understanding of student experience, the Director will collaboratively engage with students and community stakeholders in effective partnerships for co-designed outcomes.

About the University of Tasmania

In 1890, our university was founded with an important purpose: providing our island with the academic excellence to thrive. Today, we continue to make our home a better place. And working together, we do extraordinary things that have global outcomes.

From early on, our role has been to help people flourish and thrive. Isolation and a small population require us to work harder. The stories of our island are told by those needing to solve unique problems in unique ways. Here, success takes a quiet determination and adaptability. In turn, this makes us broader, more rounded, multi-skilled thinkers and creative problem solvers, and it sees our institution generative powerful ideas for and from Tasmania.

Because of our unique setting and challenges, we go beyond creating places of learning. We strive to stimulate economic growth, lift literacy, improve health outcomes for Tasmania and nurture our environment as it nurtures us.

We welcome enquiring minds, from near and far, to join us in our pursuit of the extraordinary.

Accountabilities and outcomes

Purpose

This role is responsible for leading the implementation of strategic priorities aligned with overall student experience. This role will shape structure, culture and strategic direction of The Student Life and Enrichment portfolio, partnering with students and the community to enhance experience and engagement.

Key Result Areas

The Director will be responsible for:

- In partnership with key internal and external stakeholders, driving the implementation of the University Community Experience Model, championing the Student as Partners framework and broader engagement and extension initiatives across the organisation
- Leading a multi-disciplinary team of professional staff across all delivery sites whose responsibilities include delivery of a quality student experience and wide range of community engagements activities, events, and campus initiatives.
- Maintaining and monitoring performance standards, combining both qualitative and quantitative data as part of regular quality assurance, with a particular focus on stakeholder feedback.
- Providing data informed, detailed analysis and briefings to the University Executive regarding identified institutional opportunities, risks and trends and make clear recommendations to decision making bodies on the strategic direction of University and relevant frameworks, approaches and initiatives designed to enrich student experience and participation in community.
- Managing all aspects of business operations and budget, internal policy and procedure development, audit, and review in areas under portfolio remit, ensuring that these are, at all times, compliant with the University's legal, risk appetite and regulatory obligations.
- Escalating complex student/staff cases to the Safe and Fair Community Unit and Executive Director where the scenario presents specific risk.

Key Responsibilities

- Provide University-wide leadership and oversight on matters related to implementation of the university community experience, and operational oversight of engagement and enrichment offerings.
- Provide insight, expert advice and guidance to the University executive and other senior staff in relation to local, national, and international opportunities and examples of best practice to inform strategic priorities and manage key external partnerships relations.
- Maintain the University's policies, strategies, operational plans, budgets and public resources relevant to the remit of the unit, ensuring systematic integration with other key areas such as Colleges, Tasmanian University Student Association and other student led networks and groups, Infrastructure Services and Development, Future Students and Marketing, Legal and Governance, Safety and Security and Student Accommodation, to deliver a quality assured suite of services and resources.
- Problem-solve effectively in a demanding environment, coordinating multiple parties to respond or resolve complex situations, and demonstrate excellent judgement in relation to

identified risk.

- Provide professional leadership and supervision of a team of professionals delivering a range of professional services, community engagement programs and large scale events, and recruiting and supporting students to develop and thrive as partners in their educational experience and leadership positions, which includes overseeing individual, team and student leadership professional development and wellbeing.
- Provide the Executive Director with regular, detailed reporting on service performance, trend and risk analysis and appropriate recommendations and responses for service improvement and the mitigation of institutional risks.
- Build and maintain positive working relationships with stakeholders across the University including Infrastructure Services and Development, Campus Transformation teams, Colleges, Vice Chancellor's Office, Tasmanian University Student Association and student societies and clubs, as well as external stakeholders including state and national organisations, industry groups, employers, government departments, local councils, schools, and community groups.
- Maintain key networks within the sector to develop comprehensive knowledge of national and international best practice in relation to the management of the remit of the portfolio and ensure the University's approach is quality assured and current.

Behavioural Expectations

We aim for everyone to have a positive experience at our university, and all staff contribute toward creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.

Success profile

Personal Attributes

- Leadership: Assumes responsibility to make decisions and effectively leads, motivates and inspires people to take action.
- Driven: Takes action and uses initiative to seize opportunities and pursue outstanding results, even when presented with difficulties or setbacks.
- Rapport Building: Recognises the value of authentic partnerships, enjoys interacting with diverse groups of people and effectively establishes rapport by putting others at ease. Effectively promotes achievement and recognition.
- Resilience: Able to stay calm under pressure and tolerate stress. Adept at calming others and resolving conflict in stressful situations.

Core Capabilities

- Strategy into Action: Able to set, operationalise and activate strategy into specific actions, timelines and responsibilities to enable the University to deliver on key strategic goals.
- Community Engagement: Role models a genuine commitment to our mission and plays an active role contributing toward sustainable social, economic and cultural progress for the Tasmanian society we serve.
- Student Focus: Able to bring the student experience lens to all work activities, contributing

to outcomes that evoke student curiosity, interest and passion for disciplinary knowledge and skills.

- Holistic Decision Making: Able to form sound judgements based on all available information, considering the potential impacts of decisions from a broad range of perspectives before taking definitive action.

Role Specific Skills, Knowledge and Experience

- Detailed knowledge and understanding of students as partners and community engagement frameworks, national and international higher education issues, developments, and trends relevant to the remit of the portfolio.
- Demonstrated capability leading multidisciplinary, high performing teams that operate in complex people centred environments and deliver high quality professional services.
- Highly developed operational management skills, backed by strong and decisive judgement, with proven examples of making timely determinations on highly complex matters in a demanding and dynamic work environment.
- Exceptional interpersonal, conflict resolution and negotiation skills, with a recent record of successful collaborative practice and capacity to work constructively with and provide leadership to a wide and diverse range of internal and external stakeholders.
- Written and verbal communication skills of the highest standard, with a demonstrated ability to communicate complex information to a range of audiences in service of ongoing quality assurance and improvement.
- Demonstrated ability to collect and analyse qualitative and quantitative data and use these data to drive strategic decision making.
- Demonstrated capacity to successfully manage organisational change and to negotiate and monitor performance standards for individual staff members and teams.

Qualifications and Licences

- Tertiary qualification/s in a relevant human service-related field and extensive relevant experience related to impactful engagement with communities and diverse cohorts.

Other Requirements

This position does not have fixed hours. The Director will oversee events outside of standard business hours and be required to be on-call after hours, on weekends and public holidays as a key institutional contact for critical incidents. Candidates must have capacity to travel regularly to other UTAS campuses to support delivery of services.

COVID-19 The University of Tasmania recognises that this is critical for the workforce at the University to protect the safety of our workforce and vulnerable Tasmanians. Applicants for this role must be prepared to provide evidence of Covid-19 vaccination as a condition of employment.



Learn more

Visit our website to read more, watch videos, and discover your future with the University of Tasmania.



utas.edu.au

CRICOS Provider Code 00586B/OOM0610043

The intention of this Position Description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties may be altered in accordance with the changing requirements of the position