

## Position Description

### Senior Officer, Student Events and Engagement (Shepparton)

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<b>Position No:</b>	50147415
<b>Business Unit:</b>	Deputy Vice Chancellor (Academic)
<b>Division:</b>	Student Life
<b>Department:</b>	Student Events and Engagement
<b>Classification Level:</b>	Higher Education Officer (HEO) 5
<b>Employment Type:</b>	Full-Time, Fixed-Term
<b>Campus Location:</b>	Shepparton
<b>Other Benefits:</b>	<a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a>
<b>Further information about La Trobe University:</b>	<a href="http://www.latrobe.edu.au/about">http://www.latrobe.edu.au/about</a>

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## **The Way We Work**

The Student Events and Engagement team is a geographically dispersed team that works in a hybrid environment with all staff (except by exception) working at least 3 days per week in the office. The team delivers a mix of in person and online student facing events, activities, and programs. Where possible, we now aim to deliver in person events to facilitate on campus student engagement. Staff engagement and connection is facilitated through common workdays, regular virtual team meetings and informal communication via platforms such as Teams. To ensure equitable engagement, meetings are held virtually if staff are based across multiple locations. Flexible working arrangements are provided to support the nature of the work undertaken by the team, which may involve working outside standard business hours with approval. Intercampus travel may be required, and the team are encouraged to carpool and travel between campuses to connect in person with colleagues where appropriate. Staff will also travel between campuses to support delivery of institutional level events and other activities relevant to campus reactivation.

## **Position Context/Purpose**

The Senior Officer Student Events & Engagement supports the day-to-day operations of the Student Life portfolio by planning, delivering and evaluating a comprehensive, targeted, and dynamic student events calendar. This Senior Officer leads the planning, promotion and delivery of a vibrant events and activity program with broad appeal to the La Trobe University student body on-campus and online.

The Senior Officer is a part of, and reports to, the central Student Events and Engagement team and works collaboratively with on-campus colleagues and university staff (including Office of the Head of Campus, Student Associations, Student Accommodation, Marketing, Customer Care and University staff) as well as other internal and external stakeholders (in face-to face settings and virtually) to support students at every stage of the student life cycle.

## **Duties at this level will include:**

- Performs tasks which require knowledge of the standard application of theoretical principles, procedures and techniques at the level of an inexperienced graduate working in their field or expertise.
- Provides interpretation, advice and decisions on rules and entitlements. May apply expertise in a particular set of rules or regulations to make decisions or be responsible for coordinating a team to provide an administrative service.
- Contributes to decision making by applying a thorough knowledge of a complex set of rules, activities or procedures to cases, to make recommendations for authorisation by more senior staff.
- Contributes to operational decisions on the provision, availability or deployment of resources and services which impact outside the immediate work unit or on clients.
- May supervises staff and have some responsibility for the day-to-day operation of a small and discrete work unit, including setting priorities, allocating and prioritising work, managing performance, meeting service standards and assisting with the monitoring or review of systems.
- May interpret procedures to assist others and will make recommendations, where relevant case experiences arise, to more senior staff on changes to procedures, schedules or routines to facilitate good relations between work units or with clients.
- Liaises, communicates and builds relationships within La Trobe as well as with outside bodies, to support/represent School/Division/Department/sub-unit activities.
- Provides professional advice and recommendations within specific parameters/professional guidelines to support informed decision making & influence how other work areas or individuals frame their actions or procedures.

### **Specific Accountabilities:**

- Be a primary point of contact for, and collaboratively plan and deliver student events on campus, while also contributing to institution-wide events and initiatives.
- Perform tasks related to event design, planning, delivery and evaluation, in a timely manner. This includes **administrative tasks** (data collection and entry, creating events briefs and compliance documentation, site maps, managing survey tools, monitor and maintain event reports etc) and **stakeholder communication** (planning tools, emails, calls, updates, working group documentation, coordinating event calendar/s, consolidating feedback etc).
- Pro-actively identify student event opportunities and collaborate with university and community stakeholders to deliver student events (including the University Orientation program, cohort-specific activities and other on-campus events) throughout the year.
- Collaboratively plan and monitor program budget and contribute to decision-making on the deployment of resources and services to ensure operational and budget efficiency.
- Coordinate student volunteers or casuals to support events and activities including via rostering, communication, contributing to training programs and via on-site supervision
- Contribute to determining cross-campus team or individual workflow and activity scheduling to meet targets, specifically around event and program delivery deadlines.

### **Essential Criteria**

#### **Skills and knowledge required for the position:**

- Completion of a degree without subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated capacity to work independently, deliver outputs in a timely manner and take responsibility for outcomes.
- Excellent communication and interpersonal skills, with a demonstrated customer service focus and solution orientated approach.
- Demonstrated ability to work effectively and efficiently, set priorities, follow established procedures and contribute positively to an effective team.
- High-level proficiency in computer software packages (Office 365 suite) including word processing, spreadsheets, databases, electronic mail, and the use of the internet as a research tool.

#### **Specific Skills required for this position:**

- Demonstrated ability to take initiative, problem solve and be responsive in an event or project setting.
- Ability to communicate effectively with stakeholders (internal and external in face-to-face settings and online) to deliver programs and events.
- Demonstrated theoretical understanding of student life cycle and varying needs of student cohorts within a higher education setting.
- Demonstrated experience with the delivery of events across various modes and platforms including online and hybrid delivery.
- Demonstrated excellent written and oral communication and interpersonal skills, including the ability to develop excellent working relationships with colleagues, students, and other stakeholders.

#### **Capabilities required to be successful in the position:**

- Ability to demonstrate self-awareness, see things from another person’s perspective and actively seek out and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, recognise the value of diversity and model accountability, connectedness, innovation and care.
- Ability to think creatively, explore new ideas and respectfully challenge existing practices to improve current ways of working.
- Ability to implement improvements to local processes.

### Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

### Other Information

The position description is indicative of the initial expectation of the role and subject to changes to university goals and priorities, activities or focus of the job.

### Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

### Why La Trobe?

Develop your career at an innovative, global university where you’ll collaborate with community and industry to create impact.

- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics.
- Help transform the lives of students, partners and communities now and in the future.

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you’ll join exceptional people, partners and communities, who power our operations with ambition and purpose. We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you’ll always have the opportunity to succeed and make a difference.

### La Trobe’s Cultural Qualities:



#### We are accountable

*We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.*



#### We are connected

*We connect to the world outside – the students and communities we serve, both locally and globally*



#### We are innovative

*We tackle the big issues of our time to transform the lives of our students and society.*



#### We care

*We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities*

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Initials:                      Date: