POSITION DESCRIPTION

Position:	7040 Student Engagement Project Officer
Work Area:	Student Services
Classification:	Level 6
Supervisor:	0403 Team Leader, Student Communications and Events
Incumbent:	Vacant

VISION

To become Australia's premier regional university.

MISSION

Enriching our regions, connecting with our communities and creating opportunities for all.

VALUES

At UniSC we will:

- Advocate for equitable access to education and knowledge
- Recognise and embrace diversity and inclusion
- Champion environmental sustainable principles and practices
- Commit to fair and ethical behaviour
- Respect our people, our communities, and their potential
- Be accountable to ourselves and each other
- Strive for excellence and innovation in all that we do

OVERVIEW OF STUDENT SERVICES

Student Services is headed by the Academic Registrar and Director, Student Services and is part of the portfolio of the Deputy Vice-Chancellor (Academic) who is responsible for setting the vision and strategic direction for the UniSC student experience, student success and retention. Student Services strives to provide a positive, transformational experience for all UniSC students and has a broad brief to deliver key initiatives and services that support students to succeed with their studies, thereby becoming lifelong learners and job ready graduates.

Student Services is comprised of three sections, each headed by an Associate Director: Student Business Services provides administrative and academic support to core university functions including admissions, credit assessments, timetabling, enrolments, student finance, scholarships, progressions, graduations, and student systems. Student Experience provides UniSC-wide multi-channel student enquiry management, a business improvements team, as well as centralised student communications and orientation coordination for the university. Student Engagement & Success provides student learning, support and development services including wellbeing, disability support, careers and employability, learning advice and student success.

Student Services strives to provide a best-in-sector service philosophy to all UniSC students, and in doing so develop opportunities for staff engagement and career development.

PRIMARY OBJECTIVES OF THE POSITION

1. Manage and ensure the execution and deliverables of allocated projects within defined expectations and timelines.

2. Support the delivery of high-quality, engaging, interactive, and informative face-to-face and online programs, activities and events for current students, aligned with UniSC's significant dates and strategic priorities.

3. Provide secretarial support for key student-related Committees, including the Student Services and Amenities Fee (SSAF) Committee and Equity, Diversity and Inclusion Committee (EDIC).

4. Facilitate a culture of reporting and compliance within the team, enhancing processes using a continuous improvement and best practice ethos.

NATURE AND SCOPE OF POSITION

Under the broad direction of the Team Leader, Student Communications and Events, the Student Engagement Project Officer is responsible for contributing to the ideation, coordination and delivery of student engagement programs and initiatives across the student lifecycle and University, including targeted support and social activities, days of significance and general student engagement activities. In this role, you will manage the execution and delivery of assigned projects in the student experience space, and will contribute to the delivery of the Student Communications and Events team's broader priorities, including Orientation, transition and aligned student communications and activations across the lifecycle. You will also provide secretarial and project support to key university committees, including the SSAF and EDIC committees, and assist in the production of relevant institutional and government reports.

1. Provide expertise and high-level support towards the development and delivery of projects, initiatives, policies, procedures, reports and documentation for the efficient delivery of student engagement services.

2. Support the delivery of a comprehensive program of co-curricular student programs, activities and events encompassing the academic, social and personal aspects of the student experience.

3. Provide secretarial and coordination support for university committees, including stakeholder liaison, agenda development and distribution, collation of papers, recording and distribution of official correspondence and minutes, and project and reporting tasks as required.

4. Plan and evaluate high-quality, engaging, interactive, and informative online and face-to-face programs, activities and events for current students.

5. Contribute to the key communications and event deliverables of the Student Communication and Events team, with a focus on the development of aligned communications to increase awareness and effectiveness of student life activities across campuses.

6. Provide advice and expertise on the development, implementation and evaluation of student activities, specifically in relation to UniSC Significant Dates and key milestones in the student journey, to inform the

planning of student life programs and initiatives using evidence-based approaches and ensuring strategic alignment.

7. Contribute to a positive and safe work environment for you and others, by modelling and promoting conduct that is culturally capable, inclusive, respectful, and ethical.

KNOWLEDGE SKILLS AND EXPERIENCE NECESSARY

Applicants need to demonstrate they meet the following **Selection Criteria**:

1. Hold a relevant degree and/or subsequent relevant experience related to student experience in the Australian higher education sector, such as the development of student events, event administration and communications.

2. Demonstrate experience in the planning and delivery of projects (preferably student-facing), including knowledge of relevant policies, procedures, reporting and documentation.

3. Demonstrate excellent planning, organisational and time management skills, including the ability to plan and evaluate activities, set priorities, work in a team, build strong relationships and perform well under pressure.

4. Experience in the coordination of high-quality, engaging, and interactive student-facing initiatives, using a variety of delivery models and digital platforms.

5. Strong analytical and problem-solving skills to evaluate impact and success to report back to Executive, with the ability to use initiative and creativity to develop effective solutions with the customer experience front of mind.

6. Ability to works independently, accurately and with close attention to detail, as well as collaboratively to deliver outcomes in a fast-paced work environment.

7. Experience in the development and delivery of aligned, multi-channel communications to support student-facing programs, activities or events.

8. Experience in working with diverse client backgrounds, and awareness of social and cultural difference and needs within the University setting.

Additional Requirements

The position holder may be required to work non-standard hours during the academic year depending on the demands of the work area. Opportunities for recreational leave may be restricted during peak periods.

It is a condition of employment for this position that you may be required to provide periodic evidence of immunisation against communicable diseases. This may include COVID-19.

Additionally, in accordance with UniSC's Staff Code of Conduct – Governing Policy, all staff are expected to display professional behaviour, communicate respectfully, and perform their duties responsibly.

A position description is not intended to limit the scope of a position but to highlight the key aspects of the position. The requirements of the position may be altered in order to meet the changing operational needs of UniSC.

UniSC is committed to creating a work and study environment that values diversity, facilitates equitable access and full participation.