



## POSITION DESCRIPTION

**Academic Support Office**  
Faculty of Fine Arts and Music

### Student Experience Officer

<b>POSITION NO</b>	0053280
<b>CLASSIFICATION</b>	UOM 5
<b>SALARY</b>	\$83,159 - \$95,518 p.a. plus 17% super
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full-time
<b>EMPLOYMENT TYPE</b>	Continuing
<b>OTHER BENEFITS</b>	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
<b>HOW TO APPLY</b>	Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , under 'Job Search and Job Alerts', select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Dove Rengger-Thorpe Tel +61390356488 Email <a href="mailto:greyr@unimelb.edu.au">greyr@unimelb.edu.au</a>

*Please do not send your application to this contact*

For information about working for the University of Melbourne, visit our websites:

[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)  
[joining.unimelb.edu.au](http://joining.unimelb.edu.au)

## ***Position Summary***

The Student Experience Officer will support the development and delivery of a range of student events and projects with a primary focus on contributing to planning and delivery of the Faculty's Orientation program. The Student Experience Officer will coordinate the Food Relief program at Southbank.

The Student Experience Officer will provide advice and administrative support for student global travel programs, work integrated learning programs, and will coordinate student-facing communications such as *Student News*. This role requires strong administrative, data management, and interpersonal skills.

While the role will liaise with students, the primary function is to work with the Senior Student Experience Officer and the Student Experience Coordinator to support academic staff in delivering student experience activities.

This role involves manual handling and lifting and, on occasions, working in external environments, and occasional work outside of the standard working hours.

A strong commitment to working collaboratively with team members and colleagues from across the University, continuous process improvement, and an ability to observe relevant University policies and guidelines are also essential.

### ***1. Key Responsibilities***

#### **1.1 STUDENT EXPERIENCE**

- Contribute to the delivery of Student Experience programs under the direction of the Student Experience Coordinator
- Develop and deliver student communications including the Student Newsletter, Orientation communications and event promotions.
- Coordinate the Secondbite/Fare Share Food Relief program at Southbank, including stock handling and management, coordination and training of volunteers to manage weekly distribution, and set up and pack down.
- Support the delivery of student events, such as Employability Week and the Faculty's Orientation events. This includes event design, stakeholder engagement, communications and event support, budget preparation, tracking, acquitting, and record-keeping.
- Work with Student Experience team members on supporting international and domestic student travel programs and liaise with academic staff members, as appropriate.
- Provide support to the Student Experience Coordinator to coordinate the management of Work Integrated Learning activities.
- Ensure compliance matters and OHS requirements are implemented in planning, delivering, and reviewing student events
- Review and update guidance, induction, standard operating procedure (SOP), and risk management documents as required.

#### **1.2 LIAISON AND RELATIONSHIP BUILDING**

- Liaise with students, professional and academic staff within the Faculty of Fine Arts and Music, the wider University, as well as industry contacts, external consultants and providers in relation to student experience programs.

- Respond to enquiries and communicate with students relating to student experience programs.

### 1.3 GENERAL

- Support and participate in relevant functions and programs delivered by the Academic Support Office in the Faculty of Fine Arts and Music, across other areas in the Student and Academic Programs team.
- It is expected that the Student Experience Officer will undertake other duties, activities and responsibilities of a nature appropriate to the role.
- This role involves manual handling, lifting and working in external environments.
- Occupational Health and Safety (OH&S) responsibilities as outlined in section 5.

## 2. Selection Criteria

### 2.1 ESSENTIAL

- A degree or an equivalent combination of relevant experience and/or education/training
- Experience in event delivery and support.
- Demonstrated ability to work as an adaptable team member under minimal supervision.
- Strong communication and interpersonal skills to positively collaborate with a range of stakeholders.
- Strong organisational skills with a high level of attention to detail and accuracy.
- Technical proficiency in working with data and reporting tools.
- Demonstrated capability for multi-tasking, effective time management and prioritisation of competing demands.
- Analytical and problem-solving skills and the ability to identify needs and develop solutions.
- Experience working collaboratively across team boundaries.

### 2.2 DESIRABLE

- Experience in University of Melbourne student systems (Student One, Formstack, Campaign Monitor, Squizz Matrix, Eventbrite, Magento, Time Edit Reserve)
- Capability to interact, understand and operate in a creative arts environment
- Proven ability to implement process improvement within an organisation

### OTHER JOB RELATED INFORMATION

- This position requires the incumbent to hold a current and valid Working with Children Check.
- Working in this role involves lifting of materials, weighing approx. 10kg

### ***3. Job Complexity, Skills, Knowledge***

#### **3.1 LEVEL OF SUPERVISION / INDEPENDENCE**

The Student Experience Officer reports to and operates under the general direction of the Student Experience Coordinator, who will also oversee workload allocation and prioritisation.

At various times throughout the academic year, the incumbent will be required to work outside normal business hours to ensure the activities associated with the role are delivered. For example, Orientation, and other key events.

The incumbent works under routine supervision to general direction depending upon experience and the complexity of the tasks.

The incumbent may work collaboratively with others to achieve objectives.

#### **3.2 PROBLEM SOLVING AND JUDGEMENT**

As this role undertakes a wide range of activities, events and administrative processes, the incumbent is required to exercise sound judgement in carrying out a range of tasks and interpreting and providing advice on University policy. The incumbent is expected to solve problems through the standard application of theoretical principles and techniques, while operating at all times within University policies.

#### **3.2 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE**

The incumbent is expected to perform tasks/assignments which require proficiency in the work area's rules, regulations, policies, procedures, systems, processes and techniques and how they interact with other related functions to assist in their adaptation to achieve objectives, and advise, assist and influence others.

In addition, the incumbent will be required to develop a good operational knowledge of the faculty and a comprehensive understanding of their role within the faculty.

#### **3.3 RESOURCE MANAGEMENT**

Supervision of staff is not required. However, the incumbent may be required to collaborate with others to achieve specific project aims.

#### **3.4 BREADTH OF THE POSITION**

The incumbent will cover a broad and diverse range of tasks across a number of activities and will be responsible for the delivery of a range of administrative tasks and events. The incumbent will be a key source of advice regarding University and faculty policies, procedures and practices. The incumbent will liaise with Academic Support Office staff, academic staff and colleagues in Shared Services to ensure that faculty policies and procedures are met.

### ***4. Equal Opportunity, Diversity and Inclusion***

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification

and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to service for excellence and reach the targets of Growing Esteem.

## **5. Occupational Health and Safety (OHS)**

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

## **6. Other Information**

### **6.1 FACULTY OF FINE ARTS AND MUSIC**

<https://finearts-music.unimelb.edu.au/>

### **6.2 THE UNIVERSITY OF MELBOURNE**

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>.

### 6.3 ADVANCING MELBOURNE

The University's strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University's commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.

We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.

We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.

We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne's academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

### 6.4 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <https://about.unimelb.edu.au/strategy/governance>.