

## Position Description



Position title:	Student Engagement Officer
School/Directorate/VCO:	Student Experience and Administration Services (SEAS)
Campus:	Gippsland, Mt Helen or Berwick Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Mandatory directions	Directions from Victoria's Chief Health Officer require all Victorian-based Federation University workers to be fully vaccinated, unless they are an Excepted Person as defined by the COVID-19 Mandatory Vaccination (Workers) Directions.
Further information from:	Casey Geaghan, Coordinator, Student Engagement Telephone: (03) 5327 6614 Email: <a href="mailto:c.geaghan@federation.edu.au">c.geaghan@federation.edu.au</a>
Recruitment number:	851179

### Position summary

The Student Engagement Officer is responsible for enhancing students' experience and wellbeing through the provision of a range of activities and events that improve student engagement within University life, including Orientation and Transition programs.

### Directorate

The Student Experience and Administration Services (SEAS) Directorate is led by the Dean of Students and Registrar and is part of the Deputy Vice-Chancellor Academic portfolio. The Directorate oversees the provision of services across the whole student lifecycle from inquiry to graduation. It includes student engagement, employability, equity, wellbeing, student advocacy, learning and academic skills, as well as student administration services, and contact centres. The Directorate works collaboratively across the University and has close links with external stakeholders including employers, industry groups and the community.

SEAS was founded on a vision informed by sector best practice and service excellence and is driven by the University's strategic goals. Its collective focus is to support and engage effectively with learners and prospective learners across their student journey. We strive to help our graduates to value life-long learning, achieve fulfilling careers and lives, and contribute to their communities. We provide personalised face-to-face and online services to meet individual needs, take a whole-of-person approach to supporting our students, and provide programs that equip graduates with essential skills to thrive in life after university.

## Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the university's ambition as expressed in the 2021 - 2025 University Strategic Plan and share the University's values of:

**INCLUSION**, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

**INNOVATION**, we are agile and responsive to emerging opportunities.

**EXCELLENCE**, we act with integrity and take responsibility for achieving high standards.

**EMPOWERMENT**, we create a supportive environment to take informed risks in pursuit of success.

**COLLABORATION**, we establish genuine partnerships built on shared goals.

## Key responsibilities

1. Plan and implement a calendar of events for students during the academic year, including Orientation activities for commencing students.
2. Contribute to the promotion of student support services through presentations, promotional events and in collaboration with other parts of the Student Experience and Administration Services (SEAS) directorate.
3. Design and implement a range of personal and professional development opportunities for students to undertake, enabling them to extend their knowledge, skills, and experience.
4. Network, engage with and maintain effective relationships with internal and external stakeholders to provide opportunities for students, linking them with their wider community.
5. Develop and implement a strategy to promote participation in student development and community engagement activities, as part of enhancing the overall student experience.
6. Develop and maintain a variety of marketing material to communicate and promote opportunities to students.
7. Monitor expenditure against the allocated budget and ensure a balanced budget at the end of the calendar year.
8. Provide support and guidance to student clubs and groups to deliver equitable, engaging opportunities for all students.
9. Participate as a member of the Student Engagement team, which is responsible for student orientation and social engagement, and support key initiatives across the University. This may involve working flexible hours throughout the calendar year, including availability after hours in relation to running events and activities with reasonable notice provided by the supervisor.
10. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
11. Undertaking the responsibilities of the position adhering to:
  - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
  - Equal Opportunity and anti-discrimination legislation and requirements;
  - the requirements for the inclusion of people with disabilities in work and study;
  - Occupational Health and Safety (OH&S) legislation and requirements; and
  - Public Records Office of Victoria (PROV) legislation.

## Level of supervision and responsibility

The Student Engagement Officer works under the general supervision and direction of the Manager, Student Partnerships and Engagement. The Student Engagement Officer supports and delivers events across all campuses as well as online.

The Student Engagement Officer must have:

- a sound knowledge of all relevant University student focused policies and procedures.
- responsibility for day to day problem solving relating to requests for support; and
- a sound knowledge of the procedures involved in staging campus events including function, conference and travel planning and organisation, compliance monitoring, payment of invoices, and other financial processes such as budget planning and monitoring expenditure.

The Student Engagement Officer will be required to execute sound judgement and prudence in relation to Health and Safety to minimise or eliminate the risks to students in participating in events.

The position will establish contacts within the teaching and professional staff at each campus, to ensure that they are informed of any events and activities within the Student Experience and Administration Services (SEAS) directorate.

A good understanding of confidentiality as it pertains to sensitive, personal information and records are an important component of this position.

## Position and Organisational relationships

The Student Engagement Officer reports to the Manager, Student Partnerships and Engagement.

The Student Engagement Officer also works closely with the management of University physical resources and facilities, and with other student support areas.

The Student Engagement Officer will work closely with, and liaise with staff from the Aboriginal Education Centre, International Student Support, Equity and Diversity, Scholarships, and any other relevant teams to deliver co-curricular opportunities to a range of students.

## Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

### Training and qualifications

1. Completion of:
  - a degree without subsequent relevant work experience; or
  - completion of an advanced diploma qualification and at least one year's subsequent relevant work experience; or
  - completion of a diploma qualification and at least two years subsequent relevant work experience; or
  - an equivalent combination of relevant experience and/or education/training.
2. Current drivers license with the ability to drive University vehicles.
3. A valid Working with Children Check (WWCC) or a current registration with the Victorian Institute of Teaching (VIT).

### Experience, knowledge and attributes

4. Demonstrated ability to work effectively with clients in a customer/student-centric environment, preferably within a tertiary education setting.
5. Demonstrated understanding of marketing, promotion and communication about events and activities, including the use of social media, webpages, and SMS messaging.
6. Demonstrated organisational skills, including the ability to prioritise and give attention to detail, including organising campus events and activities for a broad range of participants.
7. Demonstrated skills in developing a range of extra-curricular learning opportunities for students to undertake throughout their study.

8. Demonstrated ability to manage conflicting interests regarding the aspirations of students and the policy and procedural requirements of the University.
9. Demonstrated interpersonal and communication skills, including the ability to liaise with a diverse range of people.
10. Demonstrated working knowledge and application of the Child Safety Standards.
11. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

***The University reserves the right to invite applications and to make no appointment.***

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*