


Position description

Greater together 

Position title:	Student Engagement Officer
Institute/School/Centre/ Directorate/VCO:	Retention, Innovation and Student Experience
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Sarah Stapleton, Coordinator, Orientation and Events Telephone: (03) 5327 8210 Email: sarah.stapleton2@federation.edu.au
Recruitment number:	JR101303

Position summary

The Student Engagement Officer will work within the Student Partnerships and Engagement team and is responsible for enhancing students' experience and wellbeing through the provision of a range of activities, events and programs that improve student engagement within university life.

The position is located at our Mt Helen campus, with travel between other campuses required from time to time.

Portfolio

The Learner Experience Office encompasses the student lifecycle from prospect to graduation and will have a strong focus on our digital transformation, taking a learner-centered approach to all that we do. This role sits within the Retention, Innovation and Student Experience directorate and will report to the Coordinator, Orientation and Events.

The Student Engagement and Partnership's team works in partnership with students to create meaningful and memorable experiences that enrich students' lives. Connecting and empowering students to impact our communities by developing their potential and inspiring excellence. Our aim, working collaboratively with stakeholders, is to support Federation University to transform lives and enhance communities.

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, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, 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 Federation University's 2040 Strategic Plan and share the University's values of:

INCLUSION, we champion access and equity for all, creating a welcoming, supportive environment for our diverse learners and staff.

INNOVATION, we innovate to transform, embracing new ideas in teaching, research and operations to continually improve and stay ahead.

EXCELLENCE, we strive for excellence in all that we do, holding ourselves to high standards of quality, integrity and impact.

EMPOWERMENT, we support and trust our people, empowering learners, staff and partners to contribute, lead and succeed.

COLLABORATION, we are stronger together; teamwork and strong partnerships are at the heart of how we operate.

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 university services through presentations and events.
3. Design and implement a range of 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. Monitor expenditure against the allocated budget and ensure a balanced budget at the end of the calendar year.
6. Provide support and guidance to student clubs and societies, to deliver equitable, engaging opportunities for all students.
7. Participate as a member of the Student Partnerships & Engagement team, which is responsible for student orientation and social engagement, and support other Learner Experience Office initiatives across the University.
8. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
9. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.
10. 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 (OHS) 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 Coordinator, Student Partnerships and Engagement. The Student Engagement Officer will work as part of the Retention, Innovation and Student Experience team in supporting and delivering events and programs across all campuses.

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.

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 Coordinator, 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.

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
 - an advanced diploma qualification and at least 1 year's subsequent relevant work experience; or
 - a diploma qualification and at least 2 years subsequent relevant work experience; or
 - an equivalent combination of relevant experience and/or education/training.
2. Hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Experience, knowledge and attributes

1. Demonstrated ability to work effectively with clients in a customer/student-centric environment.
2. Demonstrated understanding of marketing, promotion and communication about events and activities, including the use of social media, webpages, and SMS messaging.
3. Demonstrated organisational skills, including the ability to prioritise and give attention to detail, including organising campus events and activities.
4. Demonstrated skills and experience in planning large events and engagement activities for a broad range of participants.
5. Commitment and ability to work flexible hours throughout the calendar year, including availability after hours in relation to running events and activities with reasonable notice provided by the supervisor.

6. Demonstrated skills in developing a range of extra-curricular learning opportunities for students to undertake throughout their study.
7. Demonstrated ability to manage conflicting interests regarding the aspirations of students and the policy and procedural requirements of the University.
8. Capacity to be a cooperative team member, contributing to effective and efficient services.
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.