

Position Description

Graduate Student Information/Engagement Officer

Created: 18 October 2021

Reports to: Lead Student Information Officer

Level of supervision: Routine supervision provided and will be provided professional development opportunities

Position type: Part-Time 0.6 FTE Fixed Term contract (10 Jan 2022 to the 15 Dec 2022)

Level: 2.1 (EBA currently under negotiation)

Position purpose

The purpose of this role is to assist the Student Engagement Team, Managers, Program Director and CEO by being the point of contact for all general GSA enquiries, and to perform related student support activities. This role will also assist with information related to grad groups, events, elections and other related information.

Main tasks

General Administration and Student Enquiries

- Managing GSA contact points (1800 number/Info@/Reception Desk/GSA social media inboxes) and ensuring that student enquiries are responded to in a timely manner and documented for reporting purposes
- Maintain and support GSA Reception area and its function to a high standard either by direct service delivery or offering support to graduates/interns who are rostered for front desk reception
- Induct and provide support to graduates about Tenured Study Space Graduate Students) and offer appropriate referrals to Stop 1
- Ensure adequate training and induction for casual staff in relation to reception/activities
- Provide administrative support in relation to any GSA Membership enquiries or data received from the UoM
- Liaise with the Stakeholder Engagement Team to support event promotion
- Utilise GSA Faculty networks to provide support to graduate students
- Support Business Operations with GSA Material Aid (Food & Beverage Vouchers)
- Maintain digital files and records
- Assist and support the Student Misconduct Hearings.
- Assist the Student Engagement Team with any graduate group information as required.
- Provide support to the Lead Student Information Officer with reporting and other relevant student engagement activities.
- Support Team Leader Student Engagement with administrative and other student engagement tasks when required

Judgement and problem solving

- Solve routine problems under supervision and perform tasks which require proficiency in the work area's rules with broader organisational knowledge.

Key Selection Criteria

Essential Criteria

- Bachelor's degree, preferably in Business Administration/Public Policy/International Relationship
- Knowledge and understanding of good customer service practices
- Good verbal and written communication skills
- Knowledge and skills of Microsoft Office Skills
- Organisational and time management skills.
- Must be studying a post graduate program at the UoM

Desirable criteria

- Proficiency with Microsoft Office suite
- Previous administration work in the non-profit sector will be advantageous.

Please note: This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. If requested by management or necessitated by the ongoing development of this role, and wherever reasonable, you will be expected to perform other tasks that are related to this specific position description only, i.e. that relate to a role of a Student Information Officer.

Acknowledgement

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY

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Employee

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Date

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Manager

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Date

