

## Position Description

### Student Engagement Officer - Programs

Created: 3 December 2020

**Reports to:** Manager Student Engagement

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

**Position type:** 0.9 FTE Fixed Term – 2-year contract

**Level 3.1**

#### Position purpose

The role provides support to the Manager Student Engagement with detailed planning/implementation and evaluation of student engagement programs based on the graduate needs to increase participation, inclusiveness and support for all UoM graduates.

The role is will project manage, implement and execute the activities, events and key staff and council functions of GSA meeting its three objectives of:

- Improved healthy, engaged and socially connected communities.
- create fun, social events that help build a strong GSA community
- creating greater outreach and awareness of GSA (its purpose and services) via events and activities
- help create an image and impression of GSA commensurate with the brand values and operational values of GSA

The role will work with the Student Engagement Officer – Grad Groups, Training and Development Officer, and the Stakeholder Engagement and Communication Officer to support marketing capacity, engagement both internally and externally, including social media, stakeholder engagement, events, publications and digital media for all the student engagement activities as per the agreed responsibilities. The role will ensure the information on events and activities are updated regularly on the website and information on student engagement is prepared for all the EDM and promotional materials.

#### Key Responsibilities

##### Main tasks

- Managing GSA contact points (1800 number/Info@/Reception Desk) 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
- Ensure adequate training casual staff in relation to reception/activities
- Execute and coordinate GSA face-to-face and online activities, including orientation and all other emotional, mental and physical health well-being (with Student Engagement Team)
- Support GSA major events through monitoring third-party contractors
- Design and execute activities to support GSA's Emotional Wellbeing Initiatives- via webinars

- Provide administrative support in relation to any GSA Membership enquiries or data received from the UoM
- Create relationships with food and beverage suppliers for ongoing voucher and food subsidy schemes
- Meet and greet relevant suppliers and partners
- Organize the GSA's events (including those scheduled by the Staff, Council and potentially affiliated Graduate Groups) – this includes working with colleagues and the University more broadly
- Ensure the success of the orientation activity program, including UoM Faculty Orientation collaborations
- Liaise with Stakeholder and Communication Team to ensure events are promoted and successful
- Take a hands-on leadership role along with other staff in order to ensure events run smoothly
- Look to provide events and activities with a cost-effective nature, which includes sourcing competitive suppliers, and minimizing the use of casual staff where reasonable
- Ensure that OHS requirements are met in running events, notifying the Manager Student Engagement of any concerns
- Collaborate and support GSA Grad Groups where necessary
- Liaise with UoM Faculties to ensure better partnerships and communications with GSA
- Support GSA major events through monitoring third-party contractors
- Review all events, this includes providing post event/activity feedback and expenditure/income reports to the Manager Student Engagement

#### Other Duties

- Assist the Manager Student Engagement with
  - o Management of GSA Engagement reception statistics and analysing the data for potential learnings/opportunities with respect to future events.
- Work with the GSA Engagement Team to
  - o map out short term event and marketing calendars
  - o develop risk plans for all responsible activities
  - o review new event strategies and tactics
  - o contribute to team discussions and projects as requested
- Maintain digital files and records
- Working with the Manager Student Engagement to help create an awareness with all Office Bearers and Executive members of the protocols for and timelines required when requesting specific events for GSA members or groups be organised

#### Key Selection Criteria

##### Essential Criteria

- Postgraduate degree level, or equivalent, in Communications; or completion of a relevant qualification and subsequent relevant work experience
- Knowledge and experience undertaking event planning, implementation and evaluation.
- Skills in collecting data and writing reports for the CEO and Council members.
- Excellent community engagement skills and experience working with diverse groups.
- High level verbal and written communication skills with the ability to relate effectively with a range of stakeholders
- Demonstrated ability to apply sound organisational and time management skills, including the ability to prioritise and schedule communications, work independently and as part of a team
- Excellent interpersonal and broadcast communication skills, including experience in writing, editing and social media content, for a variety of audiences
- High level of proficiency in the use of standard application software such as the Microsoft Office Suite and Adobe Creative Suite

*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 Engagement 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