POSITION DESCRIPTION

POSITION TITLE: Student Engagement Officer

DIVISION / DEPARTMENT: Corporate & Student Services / Learning & Information Services / Student Opportunities

CLASSIFICATION LEVEL: PACCT LEVEL 4

MODE OF EMPLOYMENT: Full time ongoing

LOCATION: 555 La Trobe St, Melbourne

Date: September 2019

*Note that the incumbent may be required to operate from any work sites of the Institute

GENERAL INFORMATION ABOUT THE INSTITUTE

William Angliss Institute is the Government endorsed specialist training provider for the foods, tourism, hospitality and events industries and is recognised as Australia’s leading provider of training for these key industry sectors. The Institute aims to provide excellent vocational education and training services for industry, students and government in Victoria, Australia and internationally.

Programs offered by William Angliss Institute range from one-day courses and weekend industry training, through to apprenticeships, nationally recognised certificates and two-year full-time advanced diploma programs. Specialist degree programs extend the Institute’s portfolio to provide higher level business and management education. Close links with industry and continuing innovation in the delivery of services ensure the relevance of programs to today’s workplace.

GENERAL INFORMATION ABOUT THE DEPARTMENT

The Learning and Information Services department provides a comprehensive and high quality range of student and information services including the Learning Resource Centre (LRC), E-Learning Support (including student portal maintenance and development), Copyright, Disability, Counselling, Learning Advisors and Student Opportunities. The Student Opportunities team provides programs and activities to enhance the student and graduate experience, boost engagement and drive career outcomes.

PRIMARY PURPOSE & OBJECTIVES OF THE POSITION

The primary purpose of the position is to enhance students’ experience and engagement through a range of on and off campus events and student engagement programs.

- Coordinate a range of events and programs, including but not limited to Orientation, entertainment / cultural / community / social events, a clubs and societies program and off campus tours for current students.
- Work as a team to increase satisfaction and engagement of current students, graduates and industry stakeholders through events, student engagement programs and ongoing communications.

REPORTING RELATIONSHIPS

The Student Engagement Officer reports to the Student Opportunities Coordinator.

The Student Opportunities Coordinator is responsible for developing and delivering a suite of services to enhance the student experience and career outcomes throughout the student lifecycle and beyond. The Student Opportunities Coordinator oversees the Institute’s major student events.

Student Activities Officer
and engagement programs, careers and employment services, administration of scholarships and study/work abroad programs, graduations, as well as engagement with alumni.

KEY DUTIES

Develop and administer a program of events, student engagement programs and communications with current students. This includes developing plans to build engagement across digital communications, events, social media and other partnerships.

Coordinate on and off campus events and tours to ensure a positive student experience, a high level of customer service and accuracy in the provision of information.

Promote all relevant events and programs to current students to encourage participation and commitment consistent with the Institute’s purpose and brand.

Provide advice and assistance to student clubs and societies to ensure the success of the groups’ objectives, event program and administration requirements.

Supervise and support students in the running of internal events to achieve the objective of relevant projects.

Maintain the booking process and general upkeep of the student lounge, balcony space, Institute poster boards and event equipment.

Develop relationships, maintain and engage a network of stakeholders for collaborative projects to enhance the student experience and add value to the broader Institute community.

Maintain and continuously develop professional knowledge by keeping up to date with new initiatives relevant to the role.

Work cooperatively with team members to deliver services for students, graduates and industry, including events and student engagement programs, careers services, graduations and alumni events.

Other Responsibilities:

- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

- Specific performance objectives will be negotiated as part of the Institute’s regular performance review process.
• The incumbent will be required to comply with the Institute and Public Sector Code of Conduct, Occupational Health and Safety Policy and Procedures, Diversity, Access and Equity Policy and all other relevant legislation, policy, procedures or practices.

• Be familiar and ensure compliance with the relevant state and territory Vocational Educational and Training (VET) Government Funding Contract at all times by meeting contractual requirements of the Contract(s) and ensuring all staff are aware of their responsibilities mandated by the Contract(s). Ensure that internal and external audit recommendations that relate to the relevant VET Government Funding Contract(s) are actioned and implemented on a timely basis and reported accordingly.

In accordance with the William Angliss Institute of TAFE PACCT Staff Enterprise Agreement 2017 (PACCT EBA), the following descriptions apply for PACCT LEVEL 4 positions:

EDUCATION, TRAINING AND EXPERIENCE

Education, Training and Experience means the type and duration of training which the duties of the classification level typically require for effective performance. Training is the knowledge through formal education, on the job instruction or exposure to procedures.

Relevant Degree with relevant work experience; or a suitable combination of lesser qualifications and significant relevant experience.

TASK LEVEL

Task Level means the type, complexity and responsibility of the tasks typically performed by staff within each proposed classification level

Tasks and work assignments will be typically under general direction but guided by policy, precedent and professional standards.

Apply broad technical knowledge and experience to the area of specialist expertise.

Provide interpretation, advice and decisions based upon established operational practices, professional standards, policies and procedures.

May involve co-ordination and supervision of other staff.

JUDGEMENT AND PROBLEM SOLVING

Judgement is the ability to make sound decisions, recognising the consequences of decisions taken or actions performed, and Problem Solving is the process of defining or selecting the appropriate course of action where alternative courses of action are available.

Requires the application of theoretical knowledge, experience and skills to well defined work objectives.

Often, complex or technical problems need to be solved with some creativity or originality by selecting the particular method for solution from a range of available alternatives.

SUPERVISION AND INDEPENDENCE

Supervision and Independence means both the way in which positions are supervised, managed or held accountable, and the degree of independence which applies in supervising or managing other staff or contractors. Independence is also the extent to which a staff member can work independently without supervision or direction.

Work will be performed typically under general direction, but guided by policy, precedent and professional standards.
May involve supervision and/or cooperation of others to achieve the objective.

May be required to undertake a wide range of duties and responsibilities, some of which may be complex.

Employees work under routine supervision to general direction depending upon the tasks involved and experience.

Have responsibility for daily operation of a work area, which may involve supervision, assigning and coordination of work for other staff.

Supervisors at this level require a thorough understanding of the relevant technology, procedures and processes within the operating unit.

**ORGANISATIONAL RELATIONSHIP AND IMPACT**

*Organisational Relationship and Impact means the level of knowledge and awareness of the organisation, its structure and functions that would be expected in the performance of the duties of the position, and the purposes to which that organisational knowledge and awareness may be put.*

Work assignments require an understanding of the work area rules, regulations, processes, techniques, and understanding of how these interact with other related functions in the work environment.

Tasks/assignments require proficiency in the work area’s rules, regulations, processes and techniques and their interaction with other related policies and procedures.

Provide advice in the area of expertise to others outside the immediate work area in the context of established rules and procedures.

**INTERPERSONAL SKILLS**

*Interpersonal Skills means the level of communication skills both verbal and written and the scope of the circumstances where the staff member is expected to use these skills.*

Ability to gain cooperation and assistance from others, including those supervised, to achieve identified objectives.

May provide information and advice to members of the public on a course of action appropriate to their needs and assistance with organisational policies and guidelines.

May liaise with counterparts in other organisations to discuss specialist matters and with other employees on an individual and team basis in order to resolve intra-organisational problems.

Required to write reports in field of expertise and prepare correspondence.
KEY SELECTION CRITERIA

1. Significant relevant experience in a communication and events role, ideally within an education setting. A qualification in Events, Marketing, Communications or a related field will be required.

2. Experience in coordinating events with a demonstrated ability to work cooperatively with stakeholders and to work effectively under pressure at times.

3. Effective communication skills with the ability to correspond with a diverse range of stakeholders, including writing for a range of audiences and purposes and strong verbal communication skills.

4. High level of computer skills and proficiency in Microsoft suite. Some experience in web content management systems and social media would be well regarded.

5. Well-developed organisational skills with the ability to prioritise and manage multiple tasks while maintaining accuracy and attention to detail.

6. Ability to work collaboratively with a team to achieve wider targets and goals to enhance customer experience.

7. Demonstrated behaviours that align with the William Angliss Institute Values.

SPECIAL CONDITIONS

- A Working with Children Check is required prior to commencement.
- Period of work outside normal hours is required.
- A current Victorian Driver’s Licence would be an advantage.
WILLIAM ANGLISS INSTITUTE STRATEGY 2018 - 2020

Statement of Vision: To be the first choice educational provider of foods, tourism, hospitality and events locally and internationally.

To deliver the highest quality specialist vocational and higher education programs to inspire and empower our students whilst adding value to our industry and community.

Business Strategy: To be the first choice provider of foods, tourism, hospitality and events education training and industry services.

To use differentiation, based on William Angliss Institute’s specialist expertise, broad range of programs (vocational and higher education) and quality of facilities, our connection to the industry community and our corporate experience.

To grow in a manageable and profitable manner working to achieve the owner’s target for financial sustainability.

STRATEGIC THEMES

William Angliss Institute has established a 10 year vision of its strategic priorities. In looking to 2020 the seven strategic priorities are:

- Enhancing program flexibility
- Broadening the Institute’s scope, integration and specialisation
- Developing and expanding international partnerships
- Developing a national operating network
- Becoming a recognised part of higher education
- Developing an applied research capability
- Investing in facilities and infrastructure

The 2018-2020 Strategic Plan sits within the 10 year planning horizon.

William Angliss Institute’s Strategic Plan 2018-2020 seeks to support:

1. Education excellence
2. Enhancing student experiences
3. Partnerships
4. International development
5. Innovation
6. Sustainability

INSTITUTE VALUES

Personal Responsibility: accountable, responsive, with integrity, respect and impartiality and acknowledging human rights

Inspiration: passionate, stimulating and optimistic

Empowerment: nurturing, encouragement and challenging

Community: sharing, partnership and connections

Expertise: leadership, innovation and industry practice