

Future Students Event Support Officer

HEP Level 4

POSITION NUMBER	0
ORGANISATIONAL UNIT	Future Students
POSITION REPORTS TO	Major Events and Engagement Coordinator
OVERALL PURPOSE	The Future Students Events Assistant supports the Major Events and Engagement Coordinator in the planning and execution of the University's key strategic future student events such as Open Day, The Melbourne Careers Expo and the VCE and Careers Expo, Change of Preference expo and key online recruitment events.
The Future Students Events Assistant will be required to liaise and work collaboratively with many stakeholders, including:	<p>The Future Students Events Support Officer will be required to liaise with and work collaboratively with many stakeholders, including:</p> <p>Within the University:</p> <ul style="list-style-type: none"> • The Future Students team • Marketing staff members • Academics and other University staff <p>Outside the University:</p> <ul style="list-style-type: none"> • Event hire suppliers • External event organisers • Prospective students from Year 9 up to mature age as required • Employees of other institutes (at TIS events and school expos)
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

ORGANISATIONAL UNIT

The Future Students and Marketing unit encompasses Brand and Marketing, Communications, Future Students, Marketing Automation and Web Services. The Future Students team promotes Victoria University and VU Polytechnic courses to a range of students including school leavers, non school leavers, postgraduate and pathway students. The team works in conjunction with other teams within the University to execute recruitment campaigns and to generate and field enquiries at major commercial expos and other events.

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Support the planning and execution of key recruitment events and expos, both physical and digital, including Open Day, The Melbourne Careers Expo, The VCE and Careers Expo, Victorian Careers Show, community events, Change of Preference expo and school expos and activities
- ◆ Promote Victoria University to prospective students at events and expos, and provide support to Future Students led activities and events including campus tours, presentations and school visits
- ◆ Liaise with university stakeholders to support the organisation of Open Day
- ◆ Assist to coordinate all working groups and committees meetings in the planning of Open Day, including taking all meeting minutes, managing the Open Day SharePoint site and managing the Open Day inbox
- ◆ Coordinate logistics of external recruitment events
- ◆ Bump-in and bump-out of all events
- ◆ Manage event stock including collateral, merchandise and large scale event equipment
- ◆ Data entry and analysis
- ◆ Helping conduct and collate findings from market research and competitor activity
- ◆ Contributing to internal briefs and reports

TYPICAL/MAJOR CHALLENGES

- ◆ Support the planning of major events both on and off campus through committee liaison, bumping in and out of events, and supporting project plans
- ◆ Maintain and assist with development of sharpoint site, minutes, email inbox and other forms of communications across projects
- ◆ More complex issues to be referred to senior management for advice of decision
- ◆ Maintain and review administrative procedures
- ◆ Operate within and implement University policies, procedures and guidelines.
- ◆ Work collaboratively with stakeholders across the organisation
- ◆ Travel may be required around Melbourne and regional Victoria

LEVEL OF SUPERVISION

- ◆ Operates under the direction of the Major Events and Engagement Coordinator

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Understanding and awareness of VU courses, pathways and services
- ◆ Knowledge and experience of MS Suite including Word, PowerPoint and Excel. Knowledge of creating project plans would also be an advantage.
- ◆ Aptitude or ability to work with relevant university systems and databases.
- ◆ Awareness of quality assurance policies and procedures and other relevant legislative requirements.

KEY SELECTION CRITERIA

Essential

1. Current Victorian Divers Licence and Working With Children check.
2. Well-developed verbal and written communication skills and the ability to maintain confidentiality.
3. Well-developed interpersonal skills, including the ability to interact effectively with a diverse range of staff and suppliers.
4. Ability to be pro-active and to use initiative.
5. Ability to adapt to a variety of projects, delivered in a physical, digital or hybrid environment.
6. Ability to work cooperatively and effectively as part of a team.
7. Capacity to deliver quality client/customer service.
8. Ability to complete multiple tasks under strict time constraints.

Qualifications as per description guide

Desirable

1. Knowledge of and willingness to comply with quality assurance policies and procedures and other relevant legislative and policy requirements applicable to the University.
2. Knowledge of VU courses, services and admissions processes.
3. Experience working in events, marketing, or related fields.

Organisational Chart

