

Coordinator, Student Engagement & Events

HEP Level 7

POSITION NUMBER	954030
ORGANISATIONAL UNIT	Student Services
POSITION REPORTS TO	Manager, Student Life & Leadership
OVERALL PURPOSE	<p>The overall purpose of the Coordinator, Student Engagement & Events is to lead the promotion and coordination of campus life and student engagement via facilitation and provision of campus based and University wide activities and programs that bring students together, promote wellbeing, and encourage human development.</p> <p>The Coordinator provides expertise to the broader university on student engagement, including analysis and reporting on student experience trends.</p> <p>The role coordinates the Orientation program delivery across all Victorian campuses and provides expert advice, information and guidance on matters relating to student experience and transition.</p>
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ works closely with a variety of stakeholders including other Student Services personnel ◆ supervises the Student Engagement Officer – International, and a team of casual Students as Staff <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ service providers and suppliers ◆ counterparts at other universities to share best practice
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.

People and Culture use only

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 and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 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 Chief Student Officer portfolio has responsibility for domestic and international students, studying vocational or higher education at VU. We offer an omni-channel Student Advising service which can be accessed on campus or via the Contact Centre; as well as engagement, wellbeing, leadership and communication services to students.

This collaborative and integrated service works together with the University's Colleges and other stakeholders to support students across the student life-cycle. The portfolio includes:

- ◆ Student Advising, Contact & Communications
- ◆ Student Life & Leadership
- ◆ Student Wellbeing & Support
- ◆ Learning Hubs
- ◆ Service Performance Monitoring & Planning

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Lead the coordination and provide subject matter expertise in the planning, delivering and evaluation of a diverse range of inclusive and accessible events and programs for all cohorts of students in line with agreed program strategies that facilitate involvement of volunteers and Student Groups for both domestic and international students.
- ◆ Provide support to the Manager in the management of program budgets including liaison with Finance to ensure expenditures are processed and allocated accurately.
- ◆ Consult and work collaboratively with academics and transition and retention experts to manage the delivery of an annual calendar of orientation and student welcome events across all Victorian University campuses.
- ◆ Provide support to the Manager with committees and the Student Welcome Steering Group.
- ◆ Work closely with the Senior Student Engagement Officer – Clubs and VUSU Executive Officer to support and resource Student Groups to plan and participate in campus events and activities.
- ◆ Participate in Student Life team meetings and prepare regular reports to identify program development opportunities and on student experience trends.
- ◆ Manage the recruitment and supervision direct reports engaged in supporting the effective management of events, orientation and equipment.

- ◆ Establish and maintain co-operative planning and working relationships with relevant stakeholders across the broader University staff, government departments, community agencies and professional bodies while remaining abreast of developments in the recreation and events sector, and to access resources and services.
- ◆ Manage and maintain campus equipment bookings to support student-led activities.
- ◆ Coordinate sponsorship for campus events and orientation exhibitors.
- ◆ Contributes to continuous improvement of policies, procedures, processes, and initiatives relating to student engagement and events
- ◆ Share VU's commitment to Equity & Diversity and VU values and behaviours and display these in the way they go about their work.

TYPICAL/MAJOR CHALLENGES

- ◆ High degree of judgement, initiative, risk assessment, independence and **problem-solving** skills to resolve issues and provide advice within own area of responsibility.
- ◆ Coordinating and delivering several events and activities simultaneously while developing and maintaining internal systems/processes to ensure the team meet its requirements.
- ◆ Planning and decision making requires some consideration of the integration or impact of a range of University policies and requirements.
- ◆ Working effectively and collaboratively with a range of stakeholders at all levels to deliver high quality outcomes in relation to student engagement and events.
- ◆ Ensuring all events comply with all University governance and relevant legislative requirements and operates within University policy.

LEVEL OF SUPERVISION

Operates under broad direction from the Manager, Student Life & Leadership and may be required to manage other administrative and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Significant expertise and extensive event management experience for a youth/higher education cohort.
- ◆ Excellent understanding of the student lifecycle and experience for diverse cohorts including TAFE, Higher Education and Research students including drivers for retention and attrition.
- ◆ Knowledge and understanding of policies, regulations and procedures of relevant University and government departments relating to their area of responsibility.
- ◆ Excellent understanding of University strategic direction, decision making processes, operations and structures that impact on different aspects of student experience including academic, administrative and support structures.
- ◆ Aptitude or ability to work with relevant University systems and databases.

KEY SELECTION CRITERIA

Essential

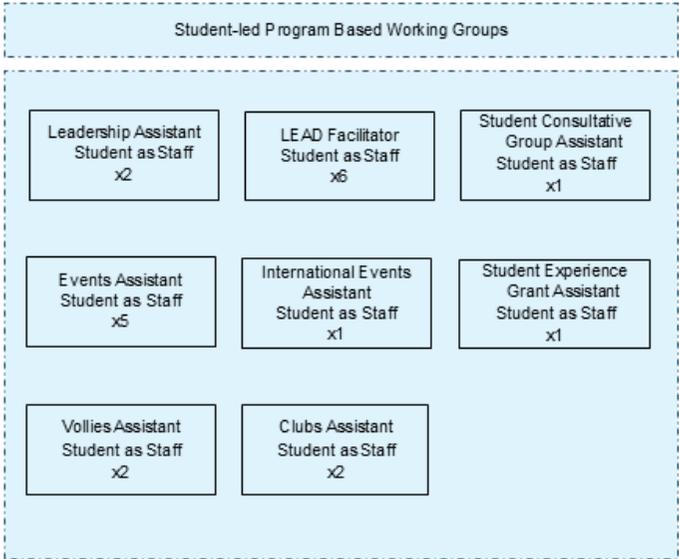
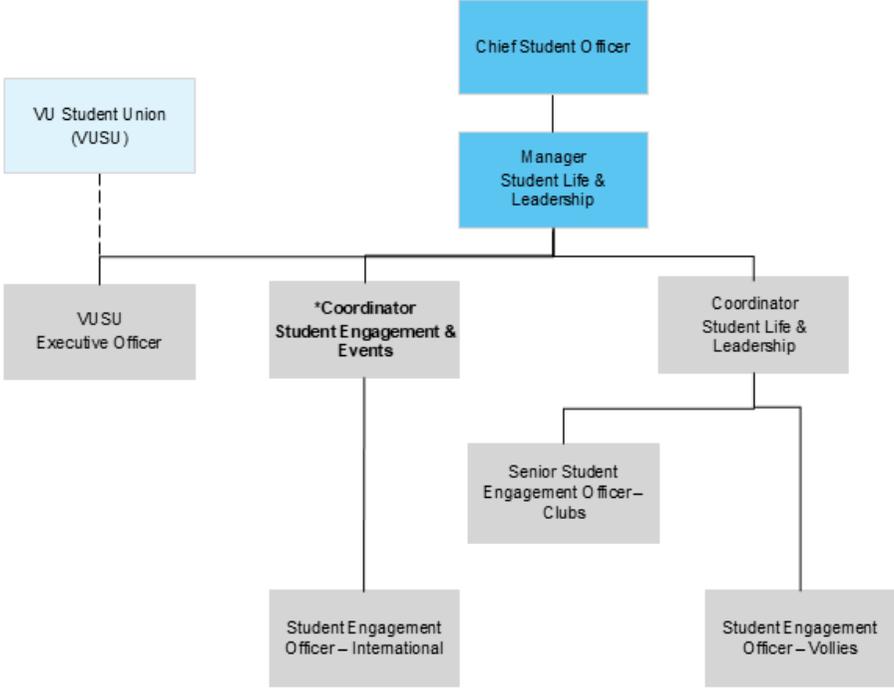
1. Knowledge or training equivalent to: a degree with 4 years subsequent relevant experience; or extensive experience and management expertise or an equivalent combination of relevant work experience and/or education/training.
2. Demonstrated experience and skills in the delivery of programs and events in a diverse or similar organisation(s) or event Management experience for a youth/higher education cohort.
3. Excellent interpersonal and communication skills (oral and written), presentation and report writing skills.
4. Demonstrative ability and experience in successfully planning and delivering multiple events/activities simultaneously and by critical dates.
5. Demonstrated commitment and capacity to deliver quality client/customer service.
6. Demonstrated ability to lead a team and operate as an effective team member in a diverse environment.
7. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.
8. A valid Working With Children Check.

Desirable

9. Knowledge of and previous experience in a tertiary education institution.
10. Current Level 1 First Aid Certificate.

Organisational Chart

Student Life & Leadership Student Services



*denotes position

