

Student Mentor Training and Development Officer

HEP Level 6

POSITION NUMBER	911267
ORGANISATIONAL UNIT	Student Services
POSITION REPORTS TO	Student Mentoring Coordinator
OVERALL PURPOSE	The overall purpose of the Student Mentor Training and Development Officer is to recruit, induct, train and coordinate the learning and development activities of Student Mentors, and the continual improvement and development of online learning modules.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ Works closely with the Student Mentoring Coordinator. ◆ Supervises Student Mentors.
LOCATION/CAMPUS	The position is currently located at the Footscray 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 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.

Commitment to Protecting Country:

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

ORGANISATIONAL UNIT

Chief Student Officer (Students Portfolio)

The **Chief Student Officer (Students Portfolio)** reflects the University's intention to elevate and transform the student experience and is a clear signal to the University and the wider community of the University's commitment to students. The portfolio comprises of the following areas:

- Student Services
- Student Administration
- Future Students
- Employability and Success
- VU International

The **Student Services** portfolio is led by the Director, Student Services. Student Services has a responsibility for domestic and international students, studying vocational or higher education at VU. Student Services offers 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 lifecycle. Student Services portfolio includes:

- Student Advising, Contact and Communications
- Student Life & Leadership
- Student Wellbeing & Support
- Service Performance Monitoring & Planning.

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Schedule and approve shifts for Student Mentors over a number of campuses.
- ◆ Maintain accurate recording of recruitment documents, training attendance and project design.
- ◆ Provide leadership and general direction to the Student Mentor team.
- ◆ Deliver and manage training and development for Student Mentors.
- ◆ Work with the Student Mentoring Coordinator to understand and meet training needs and deliver training and development to meet these needs which may include:
- ◆ Rewriting, editing, and restructuring existing course content in a way that bolsters students' retention.
- ◆ Creating and testing multimedia.
- ◆ Responsible for following University policies and procedures relevant to their role.
- ◆ Provide guidance and support to Student Mentors.

TYPICAL/MAJOR CHALLENGES

- ◆ Ability to make sound decisions, judgments and advice.
- ◆ Expectation that you will work independently and without supervision, and part of a team when required to support outcomes of the Student Mentor Program.
- ◆ Required to solve problems independently with understanding as to when tasks should be delegated to support staff or escalated to supervisor.

LEVEL OF SUPERVISION

- ◆ Operates under general direction from the Student Mentoring Coordinator and will be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Knowledge and experience working with Peer-to-Peer learning programs.
- ◆ Experience delivering training programs to diverse groups of students in multiple modes of delivery.
- ◆ 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. Knowledge or Training Equivalent to: Completion of a degree with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in technical or administrative fields, or an equivalent combination of relevant experience and /or education/training.
2. A current E (Employee) Working with Children Check.
3. Knowledge of and previous experience working in Peer-to-Peer Mentoring programs.
4. Well-developed interpersonal skills, including the ability to interact effectively with a diverse range of staff and students in a University environment in order to appropriately train and develop Student Mentors.
5. Demonstrated ability to lead the development of Student Mentors from recruitment and induction to ongoing development and coaching.
6. Demonstrated commitment and capacity to deliver high quality training programs.
7. Capacity to coach and guide Student Mentors to achieve an appropriate level of service delivery.
8. The ability to deal with complex student issues with sensitivity and confidentiality.
9. 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.