

Position Description

Student Engagement Officer - Graduate Groups

Reports to: Manager – Student Engagement

Level of supervision: Routine supervision. May undertake stand-alone work.

Position type: Ongoing full-time role. Might be required to work outside of normal business hours.

Level 4.1

Position purpose.

The Student Engagement Officer – Graduate Groups is responsible for the engagement and administration of GSA Graduate Groups (Grad Groups). The role will work closely with the Manager Student Engagement (MSE), staff and casuals to develop engagement and implement engagement strategies that increase student involvement in Grad Groups and support the establishment and promotion of existing and new Grad Groups.

The role will ensure engagement strategies are implemented and Grad Groups remain connected, consulted, and supported by GSA in achieving their objectives. The role will be responsible for administering Grad Groups, including affiliations, disaffiliations, events, and the Grad Group portal.

Working collaboratively across GSA and with university stakeholders, the role identifies opportunities to strengthen partnerships, improve student engagement and enhance the overall Graduate Group experience. While the primary focus of the role is Graduate Groups, the position also contributes to the broader Student Engagement portfolio and supports the delivery of GSA events, programs and initiatives as required.

Main tasks

Key Responsibilities

Planning and Communication

- Collaborate with MSE to implement Graduate Group operational plans and initiatives.
- Produce monthly engagement reports for MSE (trends, risks, issues, opportunities).

- Support communication and engagement activities to increase awareness and participation in Graduate Groups.
- Manage the Grad Group Portal, ensuring information, resources and communications remain accurate and up to date.
- Coordinate leadership development, training and networking opportunities with MSE and external facilitators.
- Support GSA event planning, delivery and evaluation in collaboration with relevant teams.
- Collaborate with internal teams and University stakeholders to promote Graduate Groups and enhance student engagement outcomes.

Collaboration and Stakeholder Engagement

- Build and maintain positive relationships with Graduate Groups, University departments and external stakeholders.
- Represent GSA at meetings, networking opportunities and University events as required.
- Support collaboration between Graduate Groups and other student communities and ensure integration into wider organisational initiatives.

Grad Group engagement and support

- Coordinate the establishment, maintenance and ongoing support of new and existing Graduate Groups.
- Provide induction, guidance and resource documentation to Graduate Group leaders.
- Assess event registrations for GSA policy compliance, University requirements and risk management; provide feedback as necessary.
- Facilitate communication and information sharing between Grad Groups and GSA.
- Attend Grad Group events, meetings and social gatherings to strengthen relationships and promote GSA services.
- Plan and coordinate events for Grad Group leaders in collaboration with the Student Engagement Team.
- Support opportunities to improve engagement and student experience through Graduate Group initiatives.
- Support and deliver engagement strategies and initiatives as directed by the MSE.

Key Selection Criteria

- Completion of a degree level or associate diploma qualification in a relevant discipline. Preferably in community development or similar.
- Minimum of two years' experience preferably in community engagement or events management.
- Experience in planning and implementing events in the higher education sector and/or in student, community, and/or membership-based organisations.
- Excellent verbal and written communication skills and ability to provide advice and support.
- Ability to work independently.
- Knowledge and skills of Microsoft Office suite.
- Ability to prioritise multiple tasks, meet deadlines, and communicate with external stakeholders.

- Assist the broader Student Engagement team in the planning, delivery and evaluation of GSA events, programs and activities as directed by the Manager Student Engagement (MSE).
- Provide operational support across the Student Engagement portfolio during peak periods and major events, including Orientation, Welcome events, workshops and other engagement initiatives.
- Work collaboratively with other GSA teams to support organisational priorities and student engagement initiatives.
- Undertake other duties consistent with the classification level as reasonably directed by the Manager Student Engagement

Desirable criteria

- High level of familiarity with the tertiary education sector.
- Working knowledge of graduate groups (clubs & societies) Experience working with student volunteers or student leaders.

Judgement and problem solving

Exercise sound judgement in resolving routine operational issues and applying organisational policies and procedures. The role is expected to work independently within established guidelines, identify opportunities for continuous improvement and escalate complex matters where appropriate.

Working Hours

This full-time, five-day-per-week role involves regular direct face-to-face engagement with students and requires a strong commitment to providing in-person student support. Due to the nature of student engagement activities, occasional evening and out-of-hours work will be required to support events, meetings and programs

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 - Graduate Group Officer. Candidates from diverse backgrounds are encouraged to apply.

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

SIGNED ON BEHALF OF THE ASSOCIATION

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Manager

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Date