

Position Description

Student Engagement Officer – Accommodation/Cost of Living Support

Created:	October 2024
Reports to:	Manager - Student Engagement
Level of supervision:	Routine supervision
Position Type:	Fixed term, 12 months full-time role Might be required to work outside of normal business hours
Level:	4.1 with an additional 17% super

Position purpose

The purpose of this role is to assist graduate students in navigating accommodation and cost of living challenges through support programs. The role will also support the elected Representative and Faculty Council members in undertaking student engagement and advocacy activities related to their cohorts in relation to accommodation and cost of living challenges. This role will project manage, implement, and execute the events, advocacy activities with a focus on the following objectives:

- Accommodation support
- Cost-of-Living support
- Fun and engaging social events/advocacy that help build and support a strong and connected GSA community.
- Creating greater outreach and awareness of GSA (its purpose and services) via events and advocacy activities.

This role will directly report to the Student Engagement Manager and work closely with the Manager of Policy Advocacy by being the point of contact for all work related to the accommodation support and cost of living support programs.

Main tasks

Housing & Cost-of-Living Support Programs

- Assist with the development of a comprehensive information hub for graduate students which combines expert advice with wiki-style student-generated content, to support students in navigating housing and cost-of-living challenges.
 - Assists in developing and overseeing a moderation system for the student-generated wiki components, ensuring the accuracy and reliability of the content.
 - Collaborate with GSA Business Operations team to set up the digital infrastructure of the information hub.
 - Establish and coordinate a student action group to drive student engagement with these initiatives and provide input on the design.
 - Assist in establishing and evaluating informational and skill-building workshops to help students better understand and manage housing and financial pressures.
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- Build and maintain partnerships with relevant external organizations to provide accessible services and resources for graduate students.
 - Assist with the Peer-to-Peer Advice Program as part of the accommodation project to enhance student support.
 - Assist in providing resources and support related to any other cost-of-living and accommodation support events/activities/advocacy.

Faculty Council Support

- Assist in providing administrative and secretarial support for Faculty Council meetings.
- Working closely with student engagement team, provide ongoing guidance and assistance to Faculty Councilors, encouraging them to consult and engage students from their faculties in their chosen initiatives, advise Faculty Councilors on the planning and production of events, ensuring they follow GSA event management procedures.
- Help ensure Faculty Council initiatives align with the cost of living support programs.

Remote Campus Student Engagement

- Working closely with student engagement team, ensure the regular delivery of student-facing events at the University's campus (Southbank, Burnley, Dookie, Creswick, and Werribee) by:
- Supporting elected GSA representatives from these campuses in the planning and execution of events, providing guidance and resources as needed.
- Organising and assisting in leading events when necessary to ensure consistency and engagement across all campuses.

Other Duties

- Assist the broader Student Engagement team in achieving collective goals and priorities through proactive support and collaboration.
- Contribute to planning, discussions, and projects within the Student Engagement and Policy & Advocacy teams as requested.
- Maintain digital files and records pertinent to your role with accuracy and timeliness.

Key Selection Criteria

Essential Criteria

- Bachelor's degree and/or other tertiary qualifications in relevant areas such as student services, education, event management, or an equivalent combination of qualifications and experience.
- Proven experience in leading initiatives, project management, and engaging with stakeholders.
- Experience in managing events, including the execution and evaluation of events.
- Excellent verbal and written communication skills, with the ability to relate effectively with a diverse range of stakeholders.
- Ability to analyse and develop content for web platforms.
- Excellent community engagement skills and experience working with diverse groups.
- Strong organizational and time management skills, with the ability to prioritize, problem-solve, work independently, and as part of a team.
- Proficiency in computer skills and digital literacy.
- Strong analytical skills with the ability to synthesize available research and information to provide accurate advice and guidance, including through data management and analysis.

Desirable criteria

- Knowledge of the *Residential Tenancies Act 1997* (Vic) and/or the student accommodation sector.
- Experience and knowledge of student-led organizations and University settings
- Background in community development or advocacy.
- High proficiency with the Microsoft Office suite.
- Previous experience, work or knowledge of the role of student representatives will be advantageous.
- Experience in public speaking and facilitation.
- Experience in providing secretariat functions to formal meetings, including preparing and communicating agendas, papers, and minutes.

Judgement and problem-solving

- Address problems with minimal supervision and perform tasks that require understanding and applying the work area’s rules along with broader organizational knowledge to resolve issues effectively.

Working Arrangements

- This role is expected to be based on-site 5 days per week.
- Occasional travel to the University’s campuses will be required.
- The GSA Enterprise Agreement offers significant flexibility in the distribution of working hours. Flexibility to work outside traditional office hours will be required for this role.

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.

Acknowledgement

I certify that I have read, understood, and accepted 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