



LA TROBE STUDENT ASSOCIATION (LTSA) LTD.

Position Description

<u>Position Title:</u>	Student Support and Engagement Officer
<u>Reports to:</u>	Governance and Operations Officer (GOO) and in their absence the Governing Board Chair
<u>Department:</u>	Administration/Student Engagement
<u>Location:</u>	Shepparton Campus
<u>Term:</u>	Ongoing – subject to three-month probation period
<u>FTE:</u>	0.6 FTE ongoing 21 hours per week
<u>Remuneration:</u>	Range HEW 5.1 – 5.5 (calculated on a 35-hour working week) + 12% Superannuation
<u>Award:</u>	Higher Education Industry – General Staff (PACCT) – Award 2020

Nature and Scope:

LTSA is a proudly independent organisation, funded by the Student Service and Amenities Fee (SSAF) a compulsory fee charged to La Trobe University students, to fund non-academic services and amenities. LTSA values a safe, inclusive, respectful workplace with a focus on providing our team members with an environment that supports their health, wellbeing, productivity, and effectiveness.

LTSA works hard to make student life better for the students of La Trobe University on the Bendigo, City, Mildura, Shepparton and Wodonga campuses, and to support a cohort of International Students. LTSA has its head office in Bendigo, but our success is underpinned by a network of passionate individual staff members on each of our campuses. This position provides the right candidate with an exciting challenge during the Universities current phase of renovations, which sees students studying off site at the neighbouring TAFE Campus.

The Engagement Officer will use their creativity and passion for engagement to create a strong sense of community on campus through their work with the LTSA Student Council members, student groups, and the general campus population. LTSA will provide additional support to the LTU Student Engagement Team, share resources and provide increased services as required to develop a strong, professional, efficient and effective Student Association presence. To ensure the best outcome for students, the Engagement Officer will also collaborate with LTSA staff and staff of La Trobe University Shepparton when coordinating and developing student activities, services and engagement opportunities.

Key Responsibilities and Duties:

- Day to day administrative oversight of the LTSA Shepparton campus office.
- Liaise with the Governance and Operations Officer and LTSA staff regularly to ensure collaborative relationships within our own team, and with La Trobe University Shepparton staff.
- Assist with the coordination and implementation of student led activities and services either as part of the LTSA program and/or in partnership with La Trobe University Shepparton
- Support the LTSA Student Council members at Shepparton in the provision of a broad range of events and activities, including attending Student Council meetings.
- Support the provision of the LTSA Student Pantry program and identify any potential areas of expansion.
- Source, coordinate and supervise student volunteers where necessary.
- Budget management
- Liaise with appropriate service providers at the Shepparton campus, the broader community and the LTSA to plan and present LTSA Shepparton's activities and events program.
- Promote the LTSA on the Shepparton campus and within the broader community
- Promote the LTSA membership program
- Ensure all LTSA and University processes are followed
- Liaise with LTSA Governance and Operations Officer to ensure the successful promotion of all events, services and activities
- Perform other duties at the request of the GOO if they are within the scope of the position given the level of knowledge, skills and experience

Qualifications and Experience

Essential:

- Completion of, or significant progress towards a relevant tertiary qualification, preferably at degree level **or** relevant industry experience
- Proficiency with financial processes and reporting software Xero **or** an ability to learn quickly
- An understanding of the Shepparton La Trobe University campus **or** the ability to learn quickly
- Strong personal and professional integrity, honesty, maturity and professionalism
- Current Working With Children Check **or** ability to obtain (University requirement)
- Current Driver's Licence
- The ability to develop and maintain effective and respectful workplace relationships whilst adopting and contributing to a productive workplace culture
- Ability to work in a shared, communal space for the duration of the campus renovations
- A positive, can do attitude and ability to use initiative

Organisational Relationships

Reports to

- Governance and Operations Officer
- the Governing Board Chair in the absence of the GOO

Internal Relationships

- LTSA Staff
- LTSA members
- Student Council Members - Shepparton

External Relationships:

- La Trobe University Shepparton Head of Campus
- La Trobe University Student Engagement Team
- La Trobe University Students
- La Trobe University Administration
- La Trobe University I&O and Security
- Various suppliers
- Other service providers

Knowledge, Skills and Abilities

Specialist

- Excellent written and verbal communication skills including demonstrated experience to establish strong working relationships with the elected student representatives, and a broad range of stakeholders both internal and external to the LTSA and University
- Outstanding customer service skills and experience
- Empathy, tact and diplomacy always
- Ability to work unsupervised and prioritise duties
- Ability to be flexible and work within a demanding and changing environment

Interpersonal Skills

- Demonstrated initiative
- Ability to work both autonomously and within a team
- Ability to develop options, solve problems and be flexible
- Be self-motivated, pro-active and work as a member of a professional team
- Personal values should align with those the of the LTSA