



TRINITY COLLEGE
THE UNIVERSITY OF MELBOURNE

POSITION DESCRIPTION

Position:	Student Experience Manager
Department:	Pathways School
Reporting to:	Associate Dean of Student Services
Directly Supervising:	Student Experience Co-ordinator Student hosts and Administrative assistants (casual)
Salary Range:	Band 3, FTE \$72,048- \$76,983 plus 10% superannuation plus 17.5% leave loading
Date:	April 2019

POSITION SUMMARY

The Student Experience Manager is responsible for coordinating a range of support services to students in Trinity College Foundation Studies all aimed at enhancing the international student experience 'life cycle' that commences with orientation programs and finishes with valedictory ceremonies, and involves various recreational and educational experiences in between. All activities of the Student Experience office aim at contributing to the students' general wellbeing and success.

Reporting to the Associate Dean of Student Services the position requires an enthusiastic, well-organised and flexible person with a friendly, professional manner who has the ability to develop rapport with people from a range of countries and cultural backgrounds.

SELECTION CRITERIA

Essential:

1. Demonstrated work experience in a similar role with specific work experience in event management, publications and communications within a school or higher education setting.
2. A good knowledge and understanding of the education sector, especially international education;
3. A high level of written and verbal communications skills, to engage students from a wide variety of social, linguistic and cultural backgrounds;
4. Capacity for developing and managing an annual budget for the Student Experience team including monitoring all expenditure and delivering services within that budget;
5. Proven strong organisation and planning skills that enable multiple events and projects to be devised and delivered in parallel and to tight deadlines;
6. Ability to work as part of a small collaborative team and to lead that team successfully without constant direct supervision;
7. Well-developed computer skills, including proficiency in outlook, desktop publishing, excel spreadsheets, online applications, and a willingness to learn how to operate the College's database.

8. A commitment to contributing to a dynamic educational environment that values academic success, student wellbeing and high-quality services;
9. Experience and/or training in events management would be an advantage.

Further Information:

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa. If called for interview evidence of status will be required
- Applicants will be required to bring originals or certified copies of academic and other qualifications if called for interview.
- The successful applicant must secure, or be in the process of securing, a Working with Children Check approval.

Desired Personal Attributes:

- Flexibility, resourcefulness, a strong sense of initiative and high level of creativity in managing operational challenges and continuous improvement of programs
- A good sense of judgement and solid problem-solving skills;
- Friendliness, patience and an approachable and warm nature are advantageous in this role;
- Discretion and tact in liaising and negotiating with others within the College and TCFS environments and with key external parties in the University and elsewhere;

KEY RESPONSIBILITIES

- In consultation with the Associate Dean of Student Services and other key stakeholders, to devise and manage the effective delivery of a range of rolling projects and events that form much of the student experience for TCFS students including:
 - Facilitating student clubs and activities and student-led social and recreational events (such as Trinity Lifeskills Club, Wellbeing programs etc);
 - Planning, co-ordinating and supervising all orientation and valedictory events to formats agreed with the Dean, Assoc Dean (Academic Operations) and Timetable co-ordinator;
 - Developing and operating a comprehensive and effective training program for Student Hosts;
 - Various *ad hoc* programs or events such as fund-raising activities, sporting competitions.
- Working closely with the Associate Dean of Student Services, co-ordinate and manage the Student Experience cycles of planning, budgeting, financial reporting, student evaluations, continuous improvement, and relevant policy-development.
- Provide effective and harmonious leadership of a small team of Student Experience staff;
- Provide leadership in activities and contribute to the development of policies and plans for the maintenance of student safety, care for students and provision of a safe and supportive environment
- Provide accurate and timely information:
 - Ensuring all new students understand matters relating to health care, immigration and visa requirements, personal safety, and practical issues relating to living in the City of Melbourne;
 - Advising all staff and students of current events and other matters related to Student Services and of relevance to international students;
 - Directing students to appropriate points of assistance and information that meets their needs
 - In the production and posting of a weekly student bulletin/newsletter (Contact Bulletin);

- Co-ordinating the publication of a comprehensive Student Handbook and occasional other publications;
- Representing the TCFS program on working groups or at meetings as required by the Associate Dean of Student Services;
- Develop effective working relationships with key University staff, especially regarding use of key facilities and promotion of University events tailored for current students (e.g. Launch your future day)
- Facilitate positive and co-operative working relationships with other parts of the College, especially the Residential community and the Buildings and Grounds team;
- Undertake special projects and duties as requested.

CHILD SAFETY

Trinity College is committed to providing a safe, secure, disciplined and quality learning and residential environment in which all students can develop their individual talents, interests and abilities through a curriculum that fosters the intellectual, physical, social and moral development of the student. The College is committed to the safety of all children including those from culturally and/or linguistically diverse backgrounds.

OCCUPATIONAL HEALTH AND SAFETY (OHS)

All staff are responsible for safe work procedures and instructions.

All Employees must:

- Comply with the Trinity College OHS Policy
- Cooperate with your employer about any action they take to comply with the OHS Act or Regulations.
- Comply with safe work practices, with the intent of avoiding injury to yourself, others and damage to plant and equipment
- comply with any direction given by management for the intent of health and safety
- report all accidents and incidents that occur in the workplace immediately
- report all known or observed hazards to ensure corrective actions are implemented to avoid reoccurrence
- Adopt work practices that support OHS in the workplace.
- Seek guidance for all new or modified work procedures implemented within the workplace
- Participate in meetings, training and other environment, health and safety activities as required

All Supervisors must:

- Comply with the Trinity College OHS Policy
- Comply with safe work practices, with the intent of avoiding injury to yourself, others and damage to plant and equipment
- Providing all staff with relevant OHS information in an appropriate, timely manner.
- Adopt work practices that support OHS in the workplace.
- When permitted provide adequate supervision through technical guidance and support
- Ensure that all staff, including contractors under local control, are appropriately inducted

- Conduct regular inspections to identify risk/aspects, implementing corrective action and arranging monitoring where required.
- report all accidents and incidents that occur in the workplace immediately
- report all known or observed hazards to ensure corrective actions are implemented to avoid reoccurrence
- Provide appropriate facilities for safe storage, handling and transport of hazardous substances.

Managers and Directors/Deans must:

- Provide a safe environment for all staff, student and visitors
- Provide safe systems of work
- Provide plant and substances in safe working condition
- Provide suitable facilities for the welfare of workers
- Provide information, instruction, training and supervision that is reasonably necessary to ensure that each worker is safe from injury and risks to health
- Provide a commitment to consult and co-operate with workers in all matters relating to health and safety in the workplace
- Provide a commitment to continually improve performance through effective safety management.
- Provide a OHS Management System where all risk issues are identified, recorded, rectified and monitored.
- Provide a consultative structure where staff can participate in regular meetings to discuss OHS issues.

TRINITY COLLEGE

Founded in 1872 as the first college of the University of Melbourne, Trinity College is a unique tertiary institution that provides a diverse range of rigorous academic programs for more than 2,500 talented students from across Australia and around the world. These programs include:

- The residential College for undergraduate and postgraduate students of the University of Melbourne, both resident and non-resident.
- The Pathways School, including Trinity College Foundation Studies (TCFS), a one-year course which prepares able overseas students for undergraduate entry to the University of Melbourne and other leading Australian universities; a BA (Extended) pathway for indigenous students in partnership with the University of Melbourne; Young Leaders Program for domestic and overseas secondary school students, various short courses and conferences.
- Trinity College Theological School (TCTS), which offers degree and other courses for training and forming Anglican clergy and others, on campus, online, and in parishes.

Trinity promotes academic excellence across a balanced, all-round education that includes both 'breadth' and 'depth' of content, together with the development of ethical values, personal integrity, leadership and social responsibility. A Trinity education is further characterised by a high level of international engagement and a strong commitment to equity and diversity.

These educational programs are supported by the College Library, Art Collection and Archives, Information Technology, the College Chapel and Chaplaincy, Music – including a world-class Choir –

Communications, Human Resources, and Finance and Administration – including finance, accounts, property and operations, and conferences and hospitality. The Advancement Office and Trinity College Foundation undertake friend-raising and fund-raising activities that benefit the College as a whole.

An Anglican institution, Trinity welcomes people of all faiths and none. The College celebrates, and is enriched by, the diversity of backgrounds of its staff and students.

Trinity College: Excellence, Community, Diversity, Society