

Student Experience & Insight Officer

Reporting to:	Student Engagement and Development Manager
Classification/Salary:	TUSA Level 3
Location:	Launceston
Employment Type:	0.8 FTE Permanent Part Time
Date:	July 2024

1.0 Position Summary

The Tasmanian University Student Association (TUSA), founded in 1899, is one of the oldest Student Unions in Australia, and is recognised as the peak student body representing all students attending the University of Tasmania.

The central aim of the TUSA is to mobilise and enable UTAS students to have their voices heard, and to nurture a sense of community for students. The TUSA aspires to facilitate this through student representation, the support of TUSA clubs and societies, and independent services that meet specific student needs, including the Student Advocacy Team, Student Legal Service, and TUSA Food Hub.

The Student Experience & Insight Officer is responsible for the coordination of TUSA Signature Events and broader event activation, through the coordination of resources and staffing under the general supervision of the Student Engagement and Development Manager. This includes coordinating an events calendar, project management, asset management, stakeholder relationship management and provision of IT and website support as required.

2.0 Key Performance Areas

2.1 Student Insight

- Work with student leaders and TUSA staff members to gather and effectively report the experiences on UTAS students to create a basis for student advocacy implemented on at the individual (Student Advocates) and systemic (State Council) level.

2.2 Student Experience

- Work with the Student Engagement and Development Manager, student leaders and colleagues to plan and executive initiatives, events, training and other programs, and incorporate into the annual planning process.
- Ensure that initiatives and events align with the TUSA strategic direction, deliver against time and budget restraints, and comply with relevant policy, procedures, and legislative requirements.
- Support student leaders in the development of promotional materials for initiatives or events, both directly and indirectly, by providing direction to possible suppliers or other resources, paid or unpaid i.e. interns or student volunteers.
- Develop and disseminate information, mentor and educate student leaders and staff to facilitate timely and quality decision-making, as well as transparency and accountability in relation to the TUSA's finances and expenditure around student-led activities.
- Develop and foster close working relationships with broader student populations, staff and other key stakeholders including staff at UTAS Student Engagement, and UTAS Colleges, Faculties, Schools and Divisions, to enhance and promote TUSA initiatives, events and services.

2.3 Student Volunteering & Frontline Engagement

- Provide frontline support to students at TUSA premises, as well as the various schools and faculties at each of the UTAS campuses including provision of information (in various forms), advice and referrals.
- Encourage and promote student volunteer participation and provide support and supervision to student volunteers working within TUSA premises, as well as outreach initiatives and events.

2.4 Clubs & Societies

- In conjunction with the TUSA Clubs & Societies Officer and Clubs & Societies Presidents, assist students with the planning and promotion of events.

It should be noted that Position Descriptions will be reviewed on a 'as needs' basis in consultation between the employer and employee.

- Under the guidance of the Clubs & Societies Officer and the Student Experience Administrator assist with the following duties:
 - Complete Risk Assessments and associated paperwork to support student-led events, activities, initiatives and programs;
 - Ensure compliance through CRM system and associated channels of management and communications utilised by Clubs & Societies;
 - Clubs & Societies administration including but not limited to;
 - Development of new and existing Clubs & Societies;
 - Affiliation paperwork, as deemed necessary;
 - Update Clubs & Societies contact lists relevant to the roles' location oversight;
 - Maintenance of contact lists of Clubs & Societies' executives.

2.5 Systems Administration

- Support the organisation through the administration of SharePoint, the TUSA website, and other communication platforms, responding to enquiries from internal and external stakeholders with a high level of discretion, maturity, diplomacy, and judgement ensuring exceptional customer experience.
- Work with team members in logging and managing complex enquiries, tracking progress on the resolution of all identified problems, and follow through of procedures.
- Ensure student Clubs and Societies needs are met through QPay, Booqable, and any/all other systems and complex processes are in place to support all Clubs.
- Maintain and problem solve issues with systems and processes in collaboration with system providers, internal and external stakeholders such as Clubs and Societies.

2.6 Administration

- Liaise with business administrators and other team members to ensure movement of items between offices, with accurate record keeping and asset management records.
- Oversee merchandise systems and stock levels keeping accessible up to date records, consulting with key stakeholders on requirements and ensuring relevant parties are aware of available resources.
- Work with the Student Experience team to ensure all enquiries, Risk Assessments and other relevant notifications through QPay/Rubric, Clubs email and other channels of communication are responded to and resolved within a timely manner.

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- Develop working understanding of the risk assessment process ensuring that all documentation and links to external providers are up to date and Club Risk Assessments are assessed and recorded.
- Support the Student Experience team in ensuring that all communications to Clubs are consistent across all platforms and resources and kept up to date.

2.7 Personal Attributes

- Embody and work with the intent of reflecting the core TUSA Values – Student-Led, Connected, Bold, Effective and Kind.

2.8 All Staff

- Practice and demonstrate safe work practices to ensure the wellbeing of staff, students, and other stakeholders.
- Undertake other duties commensurate with the level of the post as required and which the executive team shall from time to time determine.

3.0 Success Criteria

3.1 Essential

- Relevant higher education qualifications and relevant experience or an equivalent combination of relevant experience and/or education and training.
- Highly developed written, oral and interpersonal skills, including experience in developing and collating reports for a range of stakeholders.
- Demonstrated ability in the use of computerised administrative systems, including Microsoft Office Suite, Adobe, email, Zoom, Canva and website support.
- Demonstrated analytical and problem-solving skills and the initiative to propose and apply innovative solutions.
- Proven organisational and project management skills including the ability to use initiative, prioritise, solve problems, and meet deadlines & budgets while working within general supervision.
- Proven team working capacity and demonstrated ability to be flexible and use initiative where necessary and appropriate and be self-motivated.
- Ability to carry out regular duties unsupervised with punctuality and reliability.
- Demonstrated ability to work with multiple stakeholders and contribute effectively as part of a diverse team.

3.2 Desired

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- Enthusiasm for and experience in working with students and/or young adults, preferably in the tertiary education environment.
- Recent or current University student experience.
- Current Driver's License.
- Understanding of existing University processes, protocols and guidelines for events and on-campus activities.
- Certified in Responsible Service of Alcohol, Food Handling Safety and First Aid (including Mental Health First Aid), Mental Health First Aid, or willingness to undertake appropriate training.

4.0 Relationships

Key Relationships Internal:

TUSA State Council

TUSA Staff

TUSA Clubs & Societies Members

TUSA Volunteers and Interns

Key Relationships External:

UTAS Student Experience & other Divisional Teams

University of Tasmania Students

TUSA Consultants, Contractors & Suppliers

Local, State and Federal organisations