Occupational Category	0511
Industry Class	8101
Industry Subdivision	81

Position Profile

Position title	Student Support Project Officer
Position number	2567
Position classification	Professional Employee Level 6
Organisational unit	Students & VET – Student Engagement
Location	Casuarina Campus
Reporting to title	Associate Director Student Support
Special provisions	• Appointment is contingent upon receipt of a satisfactory National Criminal History check and NT Working with Children clearance. • Leave may be restricted during busy times. • Some out of hours work may be required to assist those students unable to obtain release from their full-time work obligations.

SECTION 1: Purpose of the position

The Student Support Project Officer provides project administrative and event management support to the Student Support team and the broader Student Engagement team to increase student well-being leading to improved retention through a range of student-focused projects and events. The Student Support Project Officer works autonomously and with a team to ensure the effective management of administrative matters relating to the day to day operations of the Student Support team supporting a framework for on campus and online opportunities for student engagement activities and projects.

SECTION 2: Key accountabilities

The following accountabilities are not exhaustive and may include others as directed from time to time:

Administration & Finance

• Provide project administration including collecting data, compiling content for reports, maintain administrative processes, and maintain financial accountability.
• Provide professional and confidential administration support to the Student Support team and understand student support requirements across the university.
• Day to day tasks associated with the provision of project administration support, including the proficient use of CDU financial reporting systems, within Student Engagement.
• Assist in the promotion and marketing of Student Engagement projects to students, academics, the wider University as a way of highlighting the scope of Student Engagement.
• Develop and maintain a working knowledge of programs and policies and procedures at all levels of the organisation to be able to advise staff and students.
• Maintain communication with the team to ensure smooth and continued workflow.
• Maintain financial accountability for events and projects including the management of relevant data for evaluation purposes.
• Observe CDU policies, regulations, guidelines and other relevant legislative and compliance requirements and accountabilities.

Project Management & Events

- Coordinate support, and project manage events for Student Engagement ensuring agreed objectives are met.
- Maintain effective working relationships with all members of the University, customers, and internal and external stakeholders in the delivery of events and projects.
- Manage projects using effective project management methodologies and proactively coordination priorities to meet project timelines.
- Promote and foster the professional image of the university.

Relationship Management & Teamwork

- Maintain relationships across the university to build staff and student buy-in to events and engagement opportunities on campuses and online.
- Contribute project support as required for largescale programs of work within the SES portfolio as directed.
- Establish and maintain effective liaison, consultation, and communication mechanisms both internally and externally to ensure a high level of student engagement with the projects and initiatives.

Work Health & Safety

For areas of operational responsibility:

- Ensure all activities comply with WHS legislation and university policy & procedure.
- Implement & monitor risk management activities (e.g. workplace inspections, incident/hazard investigation and follow-up, implementation of risk controls).
- Analysis of WHS training requirements for staff including the provision of training and monitoring of training to ensure completion and currency.

University Expectations

All staff are expected to:

- Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors.
- Read, understand, and comply with all University policies and procedures.
- Undertake risk management and actively support and participate in the risk management processes adopted by the University which include identifying, analysing and evaluating risk that may impact on the University.
- Work at and travel between other University campuses from time to time as may be required during the course of employment.
- Complete all mandatory training such as required by the University.
- Demonstrate understanding of the principles of anti-discrimination, staff and student equity, work health and safety and other relevant legislation, and show the willingness and capacity to implement equal employment opportunity and work health and safety plans, policies, and programs.

SECTION 3: Selection competencies

Essential competencies

1. A degree with subsequent relevant experience in an operational role in a high regulated industry and/or complex organization or an equivalent combination of relevant experience and education/training.
2. A strong track record in delivering against a schedule of deadlines, with strong organisational skills, project management skills and self-motivation with the ability to manage multiple projects concurrently.
3. An outstanding commitment to customer-service for internal and external customers.
4. Proven ability to exercise initiative and maintain confidentiality, and with demonstrated communication, interpersonal and presentation skills to engage with students, academic and university staff, and stakeholders.
5. Ability to be flexible and adaptable and contribute to a diverse team in a dynamic environment.
6. Proven ability to work in a challenging environment with problem-solving skills to achieve specific outcomes, and to work with initiative, discretion, and judgement.

7. Demonstrated communication, interpersonal and presentation skills to engage with students, and academics across all levels of the University.
8. Demonstrated commitment to continuous improvement of processes and practices.

Desirable competencies

1. Recent experience within the tertiary education sector and/or experience working directly with students.