



POSITION DESCRIPTION

JOB TITLE	Student Experience Manager
BUSINESS UNIT	UNE Life
REPORTING TO	General Manager (Operations)
LOCATION	Armidale
CLASSIFICATION	
DATE	November 2021

PURPOSE OF THE POSITION

The Student Experience Manager is responsible for the resourcing and delivery of UNE Life's student services and programs, namely Advocacy, Welfare and Clubs and Societies, as well as the design and delivery of events and engagement activities for UNE students, both located at the Armidale campus and studying online.

The position will conduct consultation and evaluation processes to better direct resources and ensure that activity within the Student Experience portfolio is conducted according to UNE Life's strategic plan and relevant guidelines, including Student Services & Amenities Fee (SSAF), to which the Student Experience Manager has a responsibility to seek funding and provide reports.

The incumbent will require a broad range of technical skills in planning, presentation and networking, as well as high-level communication and inter-personal skills.

ORGANISATIONAL CONTEXT

UNE Life is a wholly owned, not-for-profit entity of the University of New England independently governed by a Board of Directors and managed by a CEO. We are a business dedicated to enhancing the experience of our students, staff and community through the provision of quality and innovative service both on-campus and off campus in the wider Armidale community.

UNELife is divided into five (5) business units:

- Commercial Services - incorporating our retail outlets, restaurant and cafes, catering and cinemas businesses.
- SportUNE – incorporating our gym, on campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information/Event Management
- Corporate Services – finance, governance, information management and human resources.



- Student Experience – incorporating Tune FM (student radio) and Advocacy and Welfare Services.

Our success to date has been built upon our ability to deliver a financially viable business whilst maintaining a relentless focus on performance and service excellence.

KEY ACCOUNTABILITIES

1. Manage the development, resource allocation, and evaluation of student experience projects and activity in line with strategic objectives.
2. Manage student clubs' program and staff, and actively promote the benefits of extra-curricular activity within a university context.
3. Manage student advocacy programs for the University, including staffing, resource allocation and ongoing reporting.
4. Undertake high-level collaboration with a range of internal and external stakeholders to achieve key University events and messaging, including membership on appropriate UNE committees and involvement in UNE events including Orientation, Open Day, etc.
5. Provide expert counsel to the General Manager (Operations) to support decision making and operational improvement of UNE Life.
6. Develop and implement strategies for UNE Life's contribution to the University's attraction, retention, satisfaction and ongoing connection activity.
7. End-to-end management of projects relating to systems, business processes and reporting, pertinent to student engagement activities, including the development of proposals and recommendations.
8. Provide leadership, mentoring and support to departmental staff ensuring continuous professional and personal development.

Note: *It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.*

LEADERSHIP ACCOUNTABILITIES

- Espouse UNE Life values
- Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe and innovative work environment.
- Promote a harmonious and inclusive workplace free of discrimination, harassment and bullying.

KEY RELATIONSHIPS

- Direct Reports:
 - Clubs & Student Programs
 - Student Advocacy
- External Stakeholders
 - UNE Students
 - UNE Staff
 - Community



- Contractors
- Internal Stakeholders:
 - UNE Life Colleagues

SELECTION CRITERIA

1. A degree with substantial experience in operations/communications; or extensive relevant experience and management expertise; or an equivalent combination of relevant experience and/or education/training.
2. Experience in developing and maintaining cultural, sporting, and other community-building programs in a university or similar environment.
3. Highly developed problem-solving skills and ability to understand expectations and challenges, at an operational level
4. Highly developed interpersonal skills in order to liaise, consult, and negotiate effectively with a wide range of people and backgrounds.
5. Demonstrated planning and organisational skills, with the ability to manage a number of events/projects at one time, achieve required outcomes, and meet deadlines in a high-pressure environment.
6. Demonstrated experience in leading a team of motivated and passionate staff
7. Highly developed IT skills, including Word, Excel and other MS office programs, database management, and ability to adapt to new software.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date



Staff member			
Supervisor			