



Manager – Student Engagement and Equity

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| Portfolio/Faculty | Engagement and Support |
| Department/Workgroup | Student Engagement and Equity |
| Position No. | To Be Allocated |
| Classification | Non-Executive Officer |
| Reports to | Executive Director – Engagement and Support |
| Direct reports | Supervisor – Student Life Disability Support Coordinator Koorie Liaison Officer Complaint and Appeals Coordinator Departmental Administrative Staff |
| Date: | April, 2024 |

Portfolio Overview

The Engagement and Support portfolio provides a range of Institute wide services that promote student engagement, success and foster a positive Holmesglen experience. The portfolio consists of a range of departments that support the student journey from pre-enrolment to graduation. Departments include:

- Apprentice Central
- Brand, Marketing and Communications
- Learning Skills Centre
- Library
- Registrar
- Student Recruitment
- Student Engagement and Equity
- Student Wellbeing

Department/Workgroup

The Student Engagement and Equity Department fosters an inclusive and participatory educational environment, ensuring every student feels valued and supported. It promotes a vibrant and participatory student life and advocates for the needs of diverse students, offering services such as disability support and services for First Nations students. The department is responsible for promoting diversity, equity and inclusion and overseeing strategic initiatives that promote student voice and partnership. It also manages complaints and appeals processes, providing balanced advice and guidance to students to address grievances and maintain a just and equitable campus community.

About the Role

The Manager – Student Engagement and Equity is a pivotal role in promoting diversity, equity and inclusion in our educational programs and student community.

The position leads a multidisciplinary team to oversee the Institute's student life program, disability support services, First Nations Unit, student complaints and appeals and advisory services.

The Manager is responsible for driving strategic initiatives, policies and programs that prioritise student voice and partnership, and diversity, equity and inclusion.

This is aimed at enriching the overall student experience, promoting student success and ensuring that these values guide decision making processes.

Key Accountabilities

- 1 Lead, manage and oversee the Student Engagement and Equity Department in the effective delivery of the Institute's student life program, disability support services, First Nations Unit, student complaints and appeals, and advisory services to provide an optimum level of response, accessibility and inclusivity.
- 2 Lead strategic initiatives, policies and programs that ensure student voice and partnership, and diversity, equity and inclusion, are at the forefront of decision making to enrich the student experience and promote student success.
- 3 Develop and maintain strong relationships and partnerships with internal and external stakeholders including government agencies, disability service providers, community services organisations, First Nations organisations and student representative bodies to:
 - facilitate student engagement and equity; and
 - participate in interdisciplinary teams and committees focusing on student success, retention, diversity and inclusion, campus climate and safety.
- 4 Advocate for the diverse needs of students within the Institute and deliver educational presentations, training and resources on topics related to diversity, equity and inclusion, and student voice and partnership.
- 5 Promote awareness of inclusive practices and encourage a culture that celebrates diversity, challenges stereotypes and provides person-centred support.
- 6 Manage and evaluate program effectiveness through data analysis, surveys and feedback mechanisms and report on themes, issues, and service provision to relevant Institute committees to inform decision making by senior management.
- 7 Ensure compliance with the requirements of Holmesglen policies, procedures and processes, applicable legislation, and relevant regulatory and government authorities.
- 8 Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
- 9 Act in accordance with Holmesglen safety policies and procedures, including Child Safety Standards, to ensure that departmental work areas and operations comply with relevant Occupational Health and Safety legislation.

Key Selection Criteria

- 1 Demonstrated capacity to develop and maintain effective, collaborative relationships with key stakeholders to drive successful outcomes and promote student voice and partnership.
- 2 Extensive experience in providing person centred services that promote diversity, equity and inclusion, including experience working with First Nations people, ideally in a tertiary education setting.
- 3 Strong leadership and people management skills, including complaint resolution skills, with the ability to inspire and motivate a multidisciplinary team over multiple campuses to deliver an effective, student centred service.

- 4 Knowledge of relevant legal and ethical standards and guidelines relevant to providing support services to a diverse student cohort in a tertiary education setting.
- 5 Excellent interpersonal communication skills, with the ability to prepare and deliver educational presentations, remain calm under pressure, and a commitment to diversity, inclusion and reconciliation.
- 6 Demonstrated capacity to generate analysis and reporting on the effectiveness of programs, budgets and initiatives.

Qualifications

Mandatory

Postgraduate qualification in social work, community services, diversity and inclusion, or a related discipline.

Knowledge

- Strong knowledge of practices that promote diversity, equity, inclusion and reconciliation
- Knowledge of:
 - and understanding of the Victorian Aboriginal community
 - person-centred approaches to working with people with disability
 - methodologies, strategies and initiatives to promote student life, student voice and partnership
 - best practice approaches to complaint resolution and appeals processes
 - relevant legal and ethical standards and guidelines
- Operational knowledge of government agencies, disability service providers, community services organisations, First Nations organisations and student representative bodies relevant to the position.

Skills and Experience

- Demonstrated experience and skills in leading, and the strategic management of, a large and diverse group of staff including the management of a client focused service.
- Human, financial and physical resource management and budgeting skills
- Demonstrated ability to:
 - work towards a defined vision and organisational strategic goals
 - deal with sensitive and confidential information, as well as the ability to use initiative to identify appropriate and relevant solutions to identified issues
 - develop services in response to increased need and changing Institute directions and priorities
 - set and maintain appropriate workplace and operational standards and to unite and lead a team toward the achievement of agreed goals and objectives.
- Broad experience in the provision of person centred services that promote diversity, equity and inclusion.

Other Relevant Information

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations

- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a valid Victorian Employee Working with Children check and National Police Records check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.

About Holmesglen – Who we are

Holmesglen is a leading Australian provider of vocational and higher education and one of the largest government-owned TAFEs in the state of Victoria. With 40 years' experience and more than 140,000 graduates, we are TAFE at its best by transforming lives, building workforce capability and enriching communities through education and training.

We are a leader in education, training and applied research, renowned for its innovation and its commitment to learner and industry success. We offer industry training, certificate, diploma, and degree programs across six locations and seven campuses.

Locations include Chadstone, City, Moorabbin, North Melbourne, Glen Waverley, and Eildon.

As a multi-award-winning institute, you can learn more and do more at Holmesglen. holmesglen.edu.au.

**We uphold our
ASPIRE values**



AMBITION



SCHOLARSHIP



PASSION



INTEGRITY



RESPECT



EXCELLENCE