



Position: Student Administration & Experience Officer

Location: Melbourne Campus

Employment type: Full-time

Award: Educational Services (Post-Secondary Education) Award 2020

About us

Melbourne Institute of Technology (MIT) is a leading Private institute of Higher Education with campuses in Melbourne and Sydney. We provide IT, Networking, Data Analytics, Business, Accounting and Engineering (Telecommunications) programs, at Bachelor and Master degree levels, to Australian and International students.

The Role

The Student Experience Officer plays a crucial role in enhancing student satisfaction and strengthening their connection with the Institute throughout their academic journey. Responsibilities include providing assistance and information through various communication channels (phone, email, social media, face-to-face) on a wide range of areas such as student support services, alumni activities, student events, educational/career services, recreational activities, international student affairs, immigration matters, and general administration.

The primary objective is to meet the needs of MIT Melbourne students by continuously improving service delivery and providing individualised support. Additionally, the individual will develop and deliver workshops and programs for students and alumni as part of the Student Administration and Experience initiatives.

Responsibilities

- Maintain and update the annual Student and Alumni Events Calendar, ensuring effective communication to students and alumni.
- Organise and execute culturally diverse student festivals, events, and recreational activities on and off campus.
- Design and deliver high-quality multiple channel communication messages to students, monitoring engagement rates and managing communication lists.
- Plan, budget, and participate in student trips and outings to various places of interest.
- Manage and oversee all aspects of Overseas Student Health Cover (OSHC), ensuring compliance with MIT policies and timely resolution of OSHC matters.
- Coordinate student accommodation and homestay arrangements, including liaising with airport pick-up services for international students.
- Provide support and assistance in student welfare initiatives, including study skills programs and career seminars.
- Plan and execute comprehensive student orientation programs, including the creation of orientation packs and student ID cards.
- Develop relationships with recreational companies and sporting venues, providing students with information on available facilities and activities.
- Facilitate the expansion and networking of social clubs, directing students to relevant community clubs and maintaining a list of available clubs.

Skills and Competencies

- Proficiency in working with social media platforms, and experience in content creation using Adobe InDesign and Photoshop, to develop engaging and visually appealing materials.
- Exceptional interpersonal, communication, and negotiation skills to effectively interact with team members, students, clients and other stakeholders.
- Previous customer service experience, demonstrating the ability to handle inquiries, provide solutions, and maintain positive relationships with stakeholders.
- Understanding and appreciation of diverse cultural backgrounds to ensure inclusivity and sensitivity in communication and interactions.
- Ability to design and implement a comprehensive communications plan, incorporating various channels and strategies to reach target audiences effectively.
- Strong ability to work under pressure, managing multiple tasks and deadlines while maintaining attention to detail and delivering high-quality results.

Qualifications and Technical skills

- Tertiary qualification in a relevant discipline such as Business, Marketing, Education, Sociology, or a closely related area.
- Proficiency in desktop publishing design software such as Adobe InDesign and/or Photoshop.
- Equivalent combination of relevant experience and education/training: In addition to formal education, we also value relevant practical experience. Candidates with a combination of experience and education/training that aligns with the job responsibilities will be considered.

Position Description can be downloaded at MIT careers: <https://www.mit.edu.au/about-us/jobs-mit>

Applications must include an updated resume and 3 professional referees and submitted via SEEK.

Applications close on **Sunday, 12 May 2024**.

Equal Opportunity and Privacy of personal information is MIT policy. For more details visit www.mit.edu.au

MIT reserves the right to close applications early if a suitable applicant is identified prior to application close date.