APPLICANT INFORMATION PACKAGE

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UNIVERSITIES ADMISSIONS CENTRE.

Thank you for your interest in applying for the Community Engagement Officer position with the Universities Admissions Centre (UAC). This package is designed to provide you with information about UAC's recruitment process and general conditions of employment.

CONTENTS

1. Snapshot of employee benefits
2. Community Engagement Officer Position Description
3. Marketing & Engagement Organisational Chart
4. Privacy statement

SNAPSHOT OF EMPLOYEE BENEFITS

Work-life balance



- Short 7-hour day (35-hour week), with an hour for lunch, Monday to Friday.
- Employees who work more than the standard 35-hour week are entitled to overtime pay.
- Flexible work arrangements including remote work.

Generous leave entitlements

50 days sick leave with conditions 

Family & community services leave 

Study support leave 

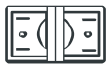
Concessional days 

Rostered Day Off (RDO) system: accumulate 1 day off every 4 weeks

Above-standard employer superannuation contributions

UAC permanent employees	**17%**	UAC fixed-term (17% after 12 months' service)	**10%**
Casual employees	**10%**		

Competitive remuneration



We reward our staff for their hard work with competitive remuneration and salary packaging benefits.

	Total annual salary
Community Engagement Officer (12 month fixed-term appointment)	$84,542 - $94,737 pro rata

Health and wellbeing



Our employees enjoy a range of health and wellbeing initiatives to support their physical and mental health:

- annual health checks and flu vaccinations
- yoga and mindfulness classes
- free counselling service
- membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities and eateries at Sydney Olympic Park.

READY TO APPLY?

Email us your:

1. cover letter and resume
2. written response addressing the selection criteria listed in the Position Description
3. copies of relevant qualifications (if available).

POSITION DESCRIPTION

POSITION TITLE:	Community Engagement Officer
HEW LEVEL:	Grade 5
DEPARTMENT/UNIT:	Marketing and Engagement/Community Engagement
SUPERVISOR/ MANAGER:	Trudy Noller, Community Engagement Manager
WRITTEN BY:	Kim Paino, General Manager, Marketing and Engagement
DATE WRITTEN:	November 2018/Updated September 2021
INCUMBENT:	Vacant position
APPROVALS:	Kim Paino General Manager, Marketing and Engagement

1. BACKGROUND INFORMATION

UAC – the Universities Admissions Centre – is at an exciting stage in its history. Established in 1995 and owned by universities in NSW and the ACT, UAC is now the largest tertiary admission centre in Australia and a leader in technology platforms and innovative solutions for the higher education sector.

UAC's mission is to provide equity of access to higher education, central to which is a strong belief in the value of education and lifelong learning. UAC is not-for-profit and driven by a strong culture of service – to students and schools, higher education institutions and the wider community.

UAC's Marketing and Engagement Department is responsible for the delivery of comprehensive information about university admission to applicants, the public and the media. UAC adopts a strong multi-channel approach (print, website, media releases, corporate and marketing communications, external presentations, community engagement and customer service). The work of the Marketing team is increasingly focused on a digital-leading strategy to reflect shifting trends in information consumption.

The Department is managed by the General Manager, Marketing and Engagement who is supported by 19 permanent members of staff and approximately 8 staff appointed on fixed-term contracts. Casual staff members are also employed as required.

Community Engagement is an externally facing team that provides schools, students and the public with comprehensive information about university admission in a friendly and helpful manner. This position is expected to engage with the community at a variety of careers and education events throughout NSW and other states within Australia, as required.

For information about UAC's structure and functions, see UAC's People & Culture Unit.

2. JOB PURPOSE

The Community Engagement Officer supports the Community Engagement Manager in delivering most aspects of UAC's school and community engagement strategy particularly the school engagement function.

This involves assisting with the organisation of special events throughout NSW and the ACT including presentations to school staff, students and their parents. When required the Community Engagement Officer is expected to attend school events unaccompanied and give presentations on UAC's behalf.

The Community Engagement Officer also assists with the organisation of UAC's presence at careers expositions and other community events, and with the development and implementation of promotional activities that support UAC's community engagement strategy.

3. REPORTING AND OTHER RELATIONSHIPS

The Community Engagement Officer reports to the Community Engagement Manager, who in turn reports to the General Manager, Marketing and Engagement. The position has no direct reports but the Community Engagement Officer works with other UAC staff at all levels in order to fulfil the responsibilities of the role.

The Community Engagement Officer liaises extensively with staff in schools, with students and their parents, and with others in the community as required, and must maintain professional and effective working relationships with these groups at all times.

4. DIMENSIONS

UAC currently provides a wide range of admissions-based services to more than 30 clients, including 13 member institutions. Participating institutions are predominantly based within NSW and ACT, but a number are located interstate.

The prime orientation is undergraduate admissions with complementary services also provided for postgraduate and international markets. Currently over 200,000 applications are received annually with 120,000 plus offers of admissions being generated.

UAC also develops bespoke services to meet the specific needs of individual institutions, including a white-labelled online application portal (UAC Connect). Currently, over 90,000 direct applications are processed annually via the bespoke portal model and this source of business is expected to continue to grow in the coming years.

In addition, UAC has launched several new strategic initiatives in recent years, including inbound international admissions (Agent Access), targeted digital marketing (Reach) and a national academic credit management program (Advance).

5. MAJOR TASKS

The major tasks and responsibilities of the position are to:

1. Support the Community Engagement Manager in the delivery of UAC's school engagement function and community engagement strategy.

2. Liaise with schools across Australia, predominately throughout NSW and the ACT regarding resources and the timetabling of school events and attend events as required.

3. Present information on UAC's behalf to careers advisors, students, and parents either face to face or virtually and respond to queries during online live events.

4. Contribute to the development of appropriate presentations and training material about the role and operation of UAC for use in schools and at other events.

5. Ensure that adequate supplies of appropriate print material and other resources necessary for distribution at schools and other events, are available at all times.

6. Assist with the organisation of other events such as careers expositions that link UAC with community stakeholders and build UAC's profile in the higher education sector.

7. Work closely with the Marketing team to assist in responding to social media queries and contribute to the development of new publications, marketing and online material targeted at various stakeholder groups.

8. Contribute to the community engagement's online presence and create video content for the various digital platform(s).

9. Contribute to the development of policies and procedures for the Community Engagement function.

6. PRINCIPAL ACCOUNTABILITIES

The Community Engagement officer is accountable for:

1. Supporting UAC's school and community engagement function in a professional, timely and effective manner.
2. Ensuring that advice provided to stakeholders is up-to-date, accurate, consistent, and in accordance with UAC's policies and procedure at all times.
3. Ensuring that personal presentations at schools and other events are professionally done and of a high standard.
4. Representing UAC at expos and other similar events in a way that shows UAC in a positive light and promotes UAC as a professional and helpful organisation.
5. Maintaining effective professional relationships with staff at schools and participating institutions, and with other stakeholders as required.
6. Maintaining effective working relationships with UAC staff at all levels and working co-operatively with others towards the achievement of organisational goals.

7. CHALLENGES AND CONSTRAINTS

The Community Engagement Officer represents UAC at a variety of events across Australia, predominately in NSW and ACT, and must ensure that UAC is professionally represented at all times and that a positive image of UAC's role and presence in the higher education sector and the general community is maintained.

The Community Engagement Officer deals with students, their parents, and others on a regular basis and must be able to relate to people of all backgrounds in a compassionate and understanding manner, and also be able to deal with sensitive personal information confidentially and tactfully.

The role often requires the transfer of large volumes and sometimes complex information so the Community Engagement Officer must also be able to communicate verbally in an accurate but easy to understand manner.

It is also essential that the Community Engagement Officer stays abreast of changes that can affect the quality of information supplied to stakeholders as part of the role. As UAC operates in an environment susceptible to change from a number of external sources in the higher education sector, the Community Engagement Officer must keep up to date with those changes to ensure that accurate and relevant information is provided to applicants and the public. Similarly, the Community Engagement Officer must also keep abreast of internal processes and changes at UAC.

The requirement to travel to events across NSW, ACT and other states within Australia, sometimes unaccompanied, means that the Community Engagement officer must be comfortable with this requirement and the need to be away from home on a regular basis.

8. EDUCATION AND EXPERIENCE

A relevant degree or an equivalent combination of relevant experience and/or education/training.

9. SELECTION CRITERIA

Essential

1. A relevant degree or an equivalent combination of relevant experience and/or education/training.
2. Ability and willingness to undertake travel to meet the requirements of the position and holds a current NSW driver's licence.
3. Ability to work and interact professionally and effectively with customers and colleagues in one-to-one or group situations.
4. Excellent interpersonal and communications skills including the ability to explain complex matters in an easy-to-understand manner to others.
5. Demonstrated public speaking and presentation skills.
6. Excellent written and verbal communication skills including the ability to write, develop and deliver visual presentations and other material with accuracy and attention to detail.
7. Demonstrated experience in the use of Adobe creative cloud for the production of video content or the willingness to take on further training in this area.
8. Excellent organisational skills, including the ability to manage changing priorities within agreed timelines.
9. Understanding of and commitment to the principles of anti-discrimination, anti-bullying, equal employment opportunity and work health and safety legislation and the application of these principles in the workplace.

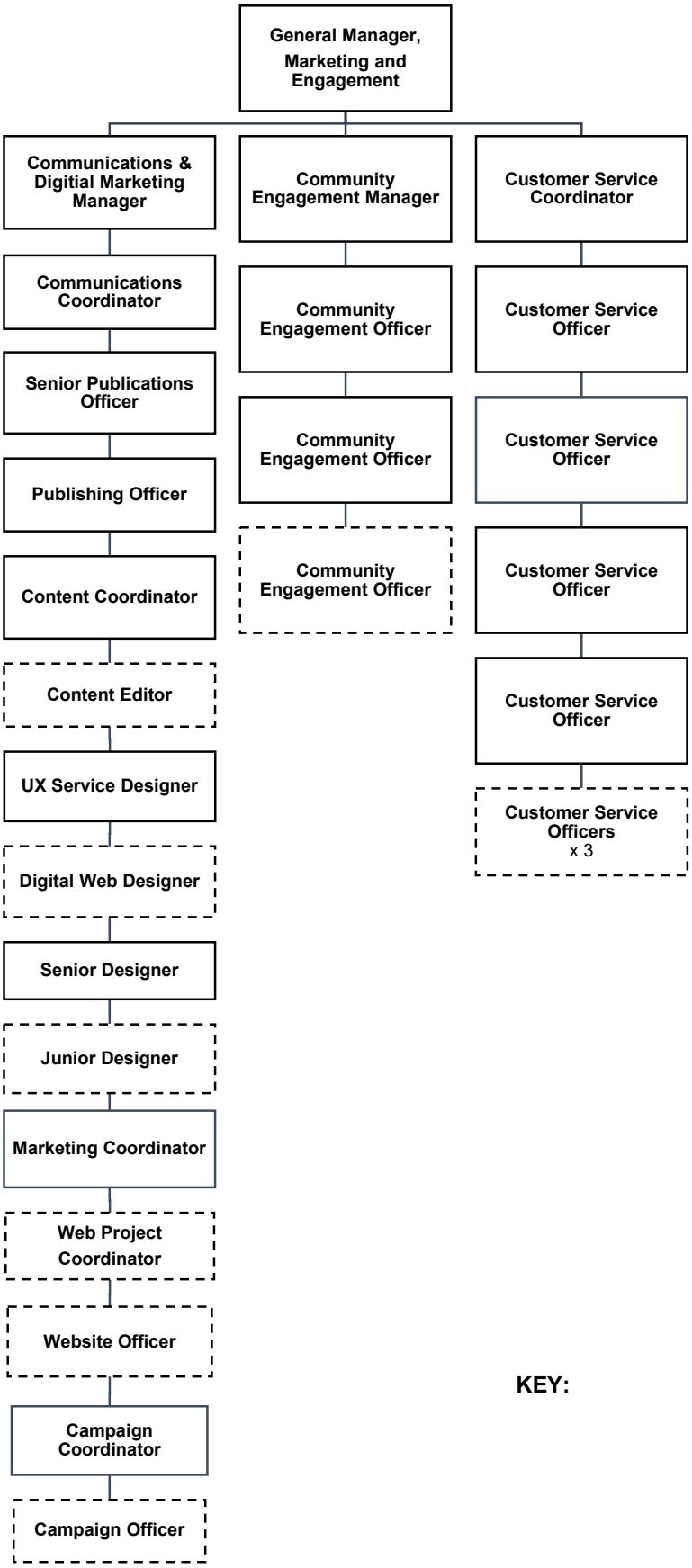
Desirable

1. Knowledge of the secondary school system in NSW and/or the higher education sector

Employee _____**Date** _____

UAC

Marketing and Engagement Organisational Chart 2020/21



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PRIVACY STATEMENT

1. In applying for this position, you have provided UAC with personal information so that your application can be assessed.

2. It is possible that we may disclose information provided in your application to a third party such as a referee, or members of a selection committee.

3. If you provide us with the personal information of others (for example a referee's details), we encourage you to inform them that you are disclosing that information to us, and that UAC does not usually disclose their information to a third party.

4. In due course after the completion of this selection process, the personal information that you have provided will be destroyed, unless you make an application for your personal information to be returned to you.

5. If you seek feedback because your application is unsuccessful, in some circumstances information may be denied. For example if access would have an unreasonable impact on the privacy of others.

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