

Job and Person Specification

Job title	Engagement and Partnerships Coordinator
Organisation	StudyAdelaide
Level	Negotiated contract
Type of appointment	Two-year contract

About StudyAdelaide

StudyAdelaide is a public corporation that was formed in 1998 to promote Adelaide as a destination for international students. Its primary functions are:

1. To grow awareness and preference for Adelaide as a destination for international students, through the implementation of marketing and promotional activity.
2. To ensure that international students in South Australia feel welcomed, valued and are enriched by their study experience, primarily through the implementation of a post-arrival student and community engagement program.
3. To support the recruitment and student engagement activities of StudyAdelaide members.
4. Advocate for the international education sector in South Australia.

Purpose of the Position

The Engagement and Partnerships Coordinator implements events and initiatives that support both StudyAdelaide's engagement with its members as well as partnerships with stakeholder organisations for the benefit of international students. The role will engage with a broad range of stakeholders, including federal, state and local government organisations, and peak industry groups. StudyAdelaide's members and funding partners include South Australia's education providers who are actively recruiting international students, public universities, TAFE SA, and SA government schools as well as private education providers in the higher education, vocational, English language, and school sectors.

The role requires excellent written and verbal communication, event management and relationship management skills, and the ability to deliver multiple projects at the same time.

This position reports to the Engagement and Partnerships Manager and requires a close working relationship across StudyAdelaide's marketing, and student engagement teams to ensure membership benefits and opportunities, as well as student employability and industry-connection programs and opportunities, are communicated and delivered to the relevant audience in a timely fashion.

Key Responsibilities

1. Member engagement

- Support the retention of StudyAdelaide's members by assisting the Engagement and Partnerships Manager with general member enquiries for approximately 50 member organisations
- Coordinate and distribute member newsletters, seeking contributions from StudyAdelaide staff highlighting relevant StudyAdelaide opportunities for members, and promoting StudyAdelaide initiatives.
- Ensure member benefits are being delivered by liaising and tracking activity across internal teams.
- Identify relevant collateral, information and other StudyAdelaide assets for the member's section of our website, studyadelaide.com, and monitoring of visitation to the member's section of the website, including regular communication about available assets to members.
- In liaison with the Engagement and Partnerships Manager, and Director, Engagement and Partnerships, coordinate member consultations, including developing invitation lists, managing invitations, preparing agendas, distributing any pre-meeting papers, minute taking, and post-meeting follow up.
- Coordinate member events (three/four times per annum), by booking venues, managing invitations and RSVP's, coordinating guest speakers as required, and collating StudyAdelaide's presentation material with relevant staff members.
- Track and report member visits and engagement, work with other StudyAdelaide staff to identify opportunities for proactive engagement and ensuring membership activity and benefits are accurately recorded.
- Assist the Engagement and Partnerships Manager to identify new strategies and opportunities to engage and collaborate with members.

2. Member Administration

- Manage and maintain up-to-date member account information in the Customer Relationship Management (CRM) system.
- Support new member enquiries and attend meetings of potential new members with the Engagement and Partnerships Manager, as required.
- Support the onboarding process of new StudyAdelaide members.
- Coordinate the review and update, on an annual basis, of StudyAdelaide membership benefits and collateral.
- Administer the membership survey on an annual basis and report insights and areas for suggested improvement across the agency.
- Coordinate annual member invoicing with the Finance Officer

3. Partnership engagement

- Work closely with StudyAdelaide stakeholders to coordinate and deliver projects for the benefit of members and international students. Stakeholders include, but are not limited to, government agencies, employing organisations, and peak industry bodies.
 - Utilise professional communication skills to support strong relationships with external partners and businesses

- Coordinate project meetings and communication with key stakeholders as required
- Contribute to collaborative event project planning and management teams
- Develop, maintain and update key stakeholder lists in the CRM
- Assist the Engagement and Partnerships Manager in the coordination of StudyAdelaide’s Employment Connect strategy, including:
 - Coordinate and promote Employment Connect resources
 - Coordinate and promote StudyAdelaide’s job ready and employment support programs including contributing to workshops and development of marketing materials and EDMs
 - Coordinate and promote employer engagement and student connection initiatives and the development of collateral
 - Coordinate and promote StudyAdelaide’s Job Shop program, identifying opportunities to expand the employing organisations offering casual, part-time, and volunteering roles, onboarding new organisations, and managing the employer relationships
 - Liaise with StudyAdelaide’s Digital Marketing and Student Engagement teams to promote initiatives to students

4. Contribution to the success of StudyAdelaide

- Proactively work as part of the StudyAdelaide team adhering to team values of innovation, leadership, relationships, and respect
- Coordinate assigned projects within budget, proactively reporting any anticipated variances
- Coordinate service providers, as required, for the delivery of specific projects
- Contribute to reporting processes by specified deadlines including meeting administrative requirements in a timely manner
- Proactively communicate with other team members and wider stakeholders
- Adhere to StudyAdelaide policies and procedures and ensure due process and probity in tendering and contracting processes
- Professionally represent StudyAdelaide at virtual and physical events
- Contribute to StudyAdelaide business planning, staff development, and team meetings
- Maintain professional skills

Performance Measures

Annual performance objectives will be agreed with the Engagement and Partnerships Manager

Reporting and Key Working Relationships

The Engagement and Partnerships Coordinator reports to the Engagement and Partnerships Manager.

The Engagement and Partnerships Coordinator also works closely with other team members at StudyAdelaide including the Chief Executive, Director, Engagement and Partnerships, and the International Marketing and Student Engagement teams to ensure efficient and effective delivery of StudyAdelaide activities and programs.

The role will involve working collaboratively and effectively with a broad range of StudyAdelaide stakeholders including education institution members, government representatives, industry bodies and international students.

The role may occasionally have contact with the members of the StudyAdelaide Board, and South Australian Government Ministers.

Qualification, Experience and Knowledge

Essential

- Tertiary qualifications in a relevant discipline such as marketing, communications, OR project management, OR minimum three years' experience in a related role
- Excellent written and verbal communication skills
- Strong relationship and interpersonal skills to foster and maintain successful internal and external networks and mutually beneficial relationships
- A customer service approach that includes follow up and seeing tasks through to completion
- Excellent organisation and time management skills with the ability to manage competing priorities under pressure
- Ability to work independently and with initiative

Desirable

- Multicultural work experience
- Understanding of the education sector
- Understanding of a membership-based organisation

Other

- Out of hours work will be required in the position, as will occasional intrastate and overnight travel
- A six-month probation period will apply whereupon the applicant will undergo a review with the Engagement and Partnerships Manager
- As the position may have contact with children (school-age international students), a Working with Children Check will be required