

POSITION DESCRIPTION

Head of Student Engagement



WESTERN SYDNEY UNIVERSITY
STUDENT UNION

POSITION DETAILS

Position Title	Head of Student Engagement
Classification	Senior
Position Number	
School/Office	Student Engagement
Division	WSUSU

POSITION PURPOSE

To lead and deliver dynamic programs, activities, and student-led initiatives that build a vibrant campus life, strengthen student connections, and foster a genuine sense of belonging across a multi-campus university community.

KEY ACCOUNTABILITIES

1. **Lead, coach and support the team**, ensuring clear role clarity, performance development, and a collaborative and student-centered culture.
2. **Develop and implement a university-wide student engagement strategy** that fosters a vibrant campus life, supports student wellbeing, and builds a strong sense of belonging across multiple campuses.
3. **Oversee the design, delivery and evaluation** of a diverse range of on-campus events, activities and initiatives that meet the needs of a diverse student body.
4. **Provide leadership and guidance** to ensure effective governance, compliance and sustainability of student clubs and societies, and foster student leadership and participation.
5. **Build strong relationships with internal and external stakeholders**, including student leaders, academic and professional staff, local community partners, and service providers, to maximise engagement opportunities.
6. **Oversee the planning, risk management, and delivery of** off-campus tours, trips and experiences that complement students' university life and encourage community connection.
7. **Monitor, analyse and report on** student engagement metrics and program outcomes, using insights to continuously improve activities and demonstrate impact to university leadership.
8. **Champion inclusive practices** and ensure that campus life programs and student engagement opportunities are accessible, culturally safe and responsive to the needs of all student cohorts.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. **Tertiary qualifications** in Education, Community Development, Event Management, Social Sciences, or a related field (postgraduate qualification desirable).

2. **Demonstrated experience leading and managing a team**, including staff supervision, performance development, and fostering a positive, collaborative team culture.
3. **Substantial experience** designing, delivering and evaluating student life programs, events, clubs or co-curricular initiatives in a tertiary education or youth/community setting.
4. **Strong track record** of planning and delivering large-scale events, campus activities and off-campus experiences, including risk management, logistics, and budget oversight.
5. **Proven ability to build effective relationships** with diverse stakeholders including students, student leaders, university staff, community partners and external vendors.
6. **Demonstrated understanding of inclusive student engagement practices** that support belonging for students from diverse backgrounds, including international, first-in-family, and equity groups, and a commitment to the ethos of student organisations and student voice.
7. **High-level written and verbal communication skills**, with the ability to manage competing priorities, meet deadlines, and deliver outcomes across multiple campuses.

KEY RELATIONSHIPS

- **This position reports to:** CEO
- **This position supervises:** Manager, Student Life, Student Clubs Officer, Academic Clubs & Student Life Officer
- **Key internal relationships:**
 - CEO
 - Department heads
 - All WSUSU staff
 - Student leaders
- **Key external relationships:**
 - University administration
 - External vendors
 - Broader community

CHALLENGES

- Designing programs that meaningfully engage students across multiple campuses, study modes (on-campus and online), and diverse cultural, social and demographic backgrounds.
- Managing competing priorities, tight budgets, and limited staff capacity while delivering a wide range of high-quality activities and meeting growing student expectations for vibrant campus life.
- Coordinating safe, inclusive and compliant off-campus tours and trips, balancing enriching student experiences with robust risk management, duty of care and legal obligations.
- Working across a diverse set of stakeholders, including a mixed Board consisting of university staff, students and externals
- Supporting student clubs and societies to remain active, well-governed and relevant, despite leadership turnover, fluctuating student interest and varying levels of experience among student leaders.

EXPECTATIONS

WSUSU expects that all employees are aware of, and comply with legislation and relevant policies and procedures relevant to the position, including but not limited to:

- WSUSU Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by:
Date: