

ROLE DESCRIPTION

Senior Student Engagement Officer

 Campus: Various Gold Coast Campuses Region: Gold Coast	 Closing date: 4.00pm Monday 12 October 2026
 Portfolio: Student & Faculty Support	 For further information, please contact: Contact name: Rebecca Moore Role: Manager – Student Management Email: Rebecca.Moore@tafeqld.edu.au Or check out our <u>Applicant Information Guide</u>
 Award: TAFE Queensland Award – State 2016 Agreement: T TAFE Queensland (TAFE Services Employees) Certified Agreement 2025 Classification Level: AO5 Salary: \$108,998 – 118,247per annum, plus superannuation contributions of 12.75% of your salary	
 Status: Temporary full-time	 Winner: Queensland Large Training Provider of the Year 2024
 Job ad reference: TQ2025-996	

About TAFE Queensland

TAFE Queensland is proud to be the largest and most experienced Vocational Education and Training provider in the State, with a history of serving Queensland communities for more than 140 years.

At TAFE Queensland, we hold true to our values and keep our customers at the centre of everything we do. By living these values we continue to strengthen TAFE Queensland's reputation as a leading provider of high quality education and training. Our people are recognised for demonstrating these values in their everyday work.

				
Safety first	Working together	Focusing on our customer	Taking responsibility	Showing initiative

Your opportunity

As the Senior Student Engagement Officer, you will:

- Manage student engagement information for the region (including Literacy, Language, Numeracy and Digital (LLND) data and academic progression).
- Demonstrate accountability for student engagement resources, training and data.

This position reports to the Manager, Student Support.

Key responsibilities

- Contribute to the success of transformation and cultural change through promoting and modelling the established values of Safety First, Working Together, Focussing on our Customer, Taking Responsibility and Showing Initiative.
- Maintain student engagement information (including LLND and academic progression) to ensure it is accessible, current and accurately documented in student-facing and staff-facing resources.
- Support staff training on student engagement systems such as bksbLive2, ConnTools, SMS, and CRM.
- Manage the Brisbane Region Literacy, Language and Numeracy (LLN) system (bksb) activities including inboxes, student access, reporting (e.g., bksb tracker).
- Actively represent the region in the TAFE Queensland's bksb network to ensure consistent engagement practices across regions.
- Contribute to initiatives that promote successful student academic progression (e.g. retention and pathway)
- Ensure regional student engagement data is accurate and current including LLN (e.g., bksb) and academic progression agreements.
- Support the planning, implementation, and monitoring of projects related to student engagement, ensuring alignment with strategic goals and objectives.

How you will be assessed

Within the context of the role description above, the ideal applicant will be someone who has the following key capabilities:

1. Demonstrated knowledge or the capacity to quickly learn and effectively use relevant student engagement systems, including LLN tools (such as bksbLive2), Student Management Systems (SMS), SharePoint and CRM.
2. Demonstrated planning, prioritising, analysing, critical thinking and problem-solving skills with a high level of attention to detail.
3. High level of communication and interpersonal skills, including the ability to effectively liaise, consult and negotiate with external and internal stakeholders to achieve outstanding client service.
4. Proven experience in building and sustaining productive internal and external key stakeholder relationships and working collaboratively to foster a positive and cohesive work environment.
5. Displays flexibility and responsiveness and has the initiative, attitude and ability to thrive within a fast paced, dynamic, challenging and changing environment.

About you

Mandatory requirements:

- There are no mandatory requirements for this role.

How to apply

To apply for this role, please provide the following:

	• a detailed resume including the contact details for two referees (one of whom is your current supervisor); and • a cover letter (maximum 2 pages) that outlines your experience, skills and abilities and responds to the 'How you will be assessed' criteria. • Applications must be submitted via TAFE Queensland's recruitment portal.
	For more information, • check out our Applicant Information Guide • or visit TAFE Queensland's website.

Additional Information

- The duration of this position will be dependent on work demands and the availability of ongoing funding.
- You may be required to travel and work across the region.
- Travel and overnight absences from base may be required of this position.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.
- A non-smoking and vaping policy applies across TAFE Queensland campuses, in TAFE Queensland buildings, offices and motor vehicles.
- If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
- You will be required to complete a period of probation of three (3) months.
- You will be required to complete a range of training activities within the onboarding and induction period, including systems training.
- The key responsibilities listed in this role description are broadly captured for the role and this list is not exhaustive. The incumbent may be required to undertake other activities, projects and tasks as directed by the relevant manager