

Job Description

Position Summary

Title Engagement and Progression Officer

Purpose

The Engagement and Progression Officer plays a crucial role in supporting students undertaking their senior secondary studies. This position involves partnering with students, their families, and industry to ensure attendance, academic progress, and access to Structured Workplace Learning opportunities that align with students' aspirations and study requirements.

Key Responsibilities:

- Collaborate with families to implement proactive engagement strategies, ensuring students meet minimum attendance expectations.
- Liaise with organisations across Gippsland to source and secure both new and existing work placements.
- Support students in their academic journey, facilitating their progress and success in their studies.
- Foster strong partnerships between students, families, and industry to create a supportive learning environment.

This role is primarily student-facing and intervention-focused, with administrative responsibilities supporting student engagement and successful course completion.

Reports To Senior Secondary Principal

Classification PACCT 5

Location Morwell or Bairnsdale

Key Accountabilities

- Provide a full range of administrative support services relating to attendance and progression of students to the Senior Secondary Principal, Senior Secondary Coordinator and teaching teams.
- Monitor student attendance, engagement, and progression data to identify students at risk of disengagement or non-completion.
- Work directly with students to address barriers to engagement, attendance, and course progression.
- Liaise with families, teaching staff, and support teams to coordinate timely interventions and re-engagement strategies.
- Maintain accurate records of student engagement, interventions, and outcomes.
- Coordinate and support Structured Workplace Learning (SWL) placements that align with course requirements and student readiness.
- Act as a key point of contact for students in relation to engagement, progression, and workplace learning requirements.
- Ensure that vocational placements adhere to legislative requirements.
- Provide high quality reports, submissions, minutes, and other correspondence, ensuring that deadlines are met, and processes are in accordance with the Institute's Quality Assurance System.
- Actively contribute to the vocational placement steering committees within the Non-Senior Secondary sector as required.
- Regularly review and update documentation for nationally recognised training programs to comply with ASQA and VRQA.

Job Description

- Actively participate in Gippsland based careers/ taster events that showcase education and career pathways including but not limited to VDSS Tasters, Field days, Job/Skills Expos, and trade expos.
- Adopt at all times a corporate view that promotes loyalty, continuous improvement and commitment to Institute goals and objectives.
- Maintain at all times confidentiality and integrity of information associated with the Institute and use discretion and diplomacy in dealing with issues with are of a sensitive nature.
- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Required Knowledge & Skills

Education and Experience

- Certificate IV in Business Administration or equivalent and demonstrated relevant experience at a high level; OR
- Substantial (at least 3 years) experience in an administrative support role at a high level
- Experience in working with young people would be highly regarded
- Experience in an educational setting would be highly regarded
- Experience in industry engagement and relationship building would be highly regarded.

Essential • Knowledge and Skills

- Experience monitoring and responding to student engagement and progression data.
- Ability to work with disengaged or at-risk young people using a supportive, solutions-focused approach.
- Strong understanding of attendance, retention, and progression drivers in senior secondary education.
- Excellent planning and organisation skills
- Communicates and disseminates information and ideas to team members and colleagues to promote effective ways of working e.g. new/improved work processes
- Highly developed IT skills
- Ability to learn on the job quickly
- Demonstrated initiative and problem-solving skills
- Excellent attention to detail
- Is client focussed – student centric
- Knowledge of Child Safe Standards

Key Functional Relationships

- Internal**
- Heads of Department and Program Managers
 - Teaching staff
 - Students

Job Description

- External**
- Local employers
 - Industry

Mandatory Requirements

- Current Drivers Licence
- Some travel between campuses will be required
- A valid Working with Children Clearance (WWC) Assessment Notice and/or WWC Card
- Current (less than 12 months old and renewable every 5 years) satisfactory National Police Check

Key Selection Criteria

1. Demonstrated effectiveness and success in a multi-faceted administration role.
2. Ability to work in a demanding environment while proactively supporting student engagement, attendance, and progression, with a strong commitment to student success.
3. High level of initiative with an ability to operate positively and flexibly within a team environment and contribute to the prioritisation and achievement of goals and objectives.
4. Exceptional interpersonal skills with demonstrated ability to engage effectively with students, families, staff, and external partners.
5. Excellent written and verbal communication skills with an ability to produce high level and professional documents.
6. Highly developed IT skills with experience in Microsoft Office and student related systems such as Salesforce and SMS.

Version Control and Sign off

Effective Date: 22 December 2025

Prepared by: Head of Department

Approved by: People & Culture

Employee Sign-Off:

Date: