

# Jennifer Anne Walsh

Contact: M: 0466 320 223

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## Education

**Teacher** Victoria University

**Master of Education**, Victoria University, 2012

**Graduate Certificate in Tertiary Education**, Victoria University, 2009

**Diploma in Teaching**, the University of Melbourne, 1998

**Certificate IV in Training and Assessment**, Victoria University, 2014

## Skills and Attributes

Change and project management including stakeholder engagement and communication.

Educational experience in training and assessing.

A solid understanding of VET and HE sector policy, quality and compliance.

Deputy Vice President of ISANA VIC/TAS 2017, 2018 & 2019.

## Career Profile **Housing and Accommodation Manager**

Trinity College, the University of Melbourne

December 2014 – Current

### Responsibilities:

- Negotiate partnership agreements with accommodation providers.
- Manage Pathways School accommodation requirements for up to 2000 international students from diverse cultural and linguistic backgrounds.
- Work collaboratively with Associate Dean, Welfare Office, Counsellors, Student Services, Nurses and College Chaplain.
- Manage and mentor a team of eight staff.
- Maintain Trinity College OHS Policy by regular monitoring of staff through performance review.
- Implement and maintain standards to comply with TEQSA regulation.
- Maintain knowledge and application of Victorian Tenancy Law.
- Understand and apply ESOS Act and National Code requirements for all international under 18 students.
- Implement Child Safe Standards.
- Develop and implement the Trinity Supervisor model as part of our student life program.

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- Write strategic reports for leadership and the Board.
- Input into Quarterly digital e-newsletters to education agents.
- Procurement and termination of housing and accommodation providers as required.
- Procurement of airport reception and transfer.
- Estimation of resourcing required to meet management, budget and business expectations.
- Provide advocacy and representation for students regarding safety and security issues.
- Manage after hours emergency duty phone.

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## Achievements:

- In 2018 negotiated a Letter of Intent with a new accommodation provider for 200 beds with zero risk to Trinity College.
- In 2017 negotiated Trinity College's first commercial accommodation contract (resulting in 100% uptake in 2017 & 2018).
- Managed and delivered a 50% increase in under 18 preapproved accommodation in 2016 compared to 2015.
- The Trinity Supervisor model was received as best practice at the 2015 ISANA Conference of which I was originator and presenter.
- Procured 3 new accommodation providers (this equates to an increased 15% under 18 students for 2016). This ensures under 18 students meet visa entry requirements.
- Introduced efficiencies into Student Services. e.g. 2015 saw a 25% decrease in change of accommodation (COA) from 2014 and an estimated 16.7% decrease in homestay placements for the same period.
- Resolved many issues via VCAT applications. Advocacy for many challenging student cases by working with external industry bodies: Tenants Union Victoria, Consumer Affairs, Study Melbourne, ISANA and MFB, all successful outcomes were reached.
- Actively set up weekly wellbeing classes to contribute meaningfully to the life of the international student.

## Deputy Vice President TAFE and Adult Provision (TAP)

Australian Education Union

July 2012 – July 2014

## Responsibilities

- Internal and external communications strategies, marketing and promotion including; print, radio and media.
- Consult with and advise members and stakeholders.
- Leadership of teams; manage budgets, change and projects.
- Research and formally communicate trends and changes occurring in the adult learning environment.
- Member of the AEU Executive.

## Achievements

- Redesign of AEU Service Centre focused on service model efficiencies and organisational redesign.
- Managed over 4000 members across three sectors; Disability, Technical and Further Education (TAFE) and Adult Multicultural Education Services (AMES).
- Project Managed TAFE4All campaign through all phases of the project lifecycle

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- Developed a letter writing kit for TAFE members and the community to write to local newspapers or MP's: 10% of submissions were printed in the Herald Sun and Age.
- Liaised with the communications department to arrange 30 unpaid media events including regional radio spots and social media
- Researched, wrote and delivered training sessions and information programs on the outcomes of Equal Remuneration Order (ERO) case, which lifted pay rates by 23% to 42%.
- Negotiated Industrial Agreements as part of the good faith bargaining regime established by the Fair Work Act within the TAFE, Disability and AMES sector.
- Retained and increased membership by 10% 2014.
- Developed growth strategies for a continued increase in membership for 2015.
- Developed an organisational plan that resulted in a 20% increase in health and safety representatives.

## **Project Manager for Short Courses**

Victoria University

**September 2011 – July 2012**

### **Responsibilities**

- Identify new opportunities to deliver non-accredited courses as a commercial revenue stream.
- Apply for commonwealth funding from DEEWR.
- Conduct qualitative research for the Australian Vocational, Education and Training Research Association (AVETRA).

### **Achievements**

- Raised \$17,500 through funding submissions to subsidise eight students and one staff member to attend New York Fashion Week and apply credit transfer from their international experience towards their course.
- Project managed from concept to outcome 17 new short courses for the Faculty of Technical Trade and Innovation encompassing three schools: Engineering, Construction and Service industries, meeting the requirements of the finance division with a 5% + ROI.
- Designed marketing materials and stakeholder communications to successfully increase registration.
- Developed a policy and procedure manual for future sustainability of short courses.

## **Teacher**

Victoria University

**April 2002 – Sept 2011**

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## Responsibilities

- Training and assessing educational programs.
- Business manager VU's commercial hairdressing salon in the CBD.
- Coordinated all apprentice industry 'On the Job' (OTJ) training.
- Designed a range of e-learning tutorials.

## Achievements

- A 10% increase in the number of salons participating in OTJ.
- Designed tutorials and wiki's for e-learning in line with blended learning strategies. This mapped back to the current competencies in the training package for the 520 hairdressing apprentices.
- Demonstrated facilities management for VU salon. This included: the availability of dedicated hairdressing rooms, ensuring equipment was in place and in operating order, that access was clear and available and the overall responsibility for the health, safety and welfare of clients.
- Over 9 years delivered 13 units of competency to over a thousand Apprentices.

## Professional

- Communicating and working with international students: Unpacking inter-cultural and digital experiences – May 2018
- National Code through the ASQA, TEQSA & Ombudsman LENS- May 2018
- Office 365 Trinity team pilot member & champion – June 2018
- Child Safe Standards online training - April 2018
- Employment Relations Committee Representative 2017-Current
- VECCI PD 'Day to day management and supervision of staff' - Sept 2016
- Recruitment, Selection and Induction – May 2016
- Performance Management and IPODS – May 2016
- OHS and Code of Conduct – June 2016
- Secretary Owners Corporation 2014- current

## Referees

Available upon request