



Position Description

International Student Support Officer

Student Life

Division of Student Experience

Classification	Level 6
Special conditions	Out of hours and weekend work required occasionally. Appointment is conditional upon the successful applicant producing, satisfying and maintaining a "Working with Children Check", in accordance with the Commission for Children and Young People Act (NSW).
Workplace agreement	Charles Sturt University Enterprise Agreement
Date last reviewed	August 2024

Division of Student Experience

Student Life

The Division of Student Experience works across the university to create and support holistic student experiences. Through respectful listening, clear communication and a focus on service that delivers, we collaborate to create experiences that make a difference.

The Student Experience principles have been developed as a guide to help us place students at the forefront of everything we do. Student and stakeholder experiences are underpinned by you and your expertise and passion to deliver excellent outcomes.

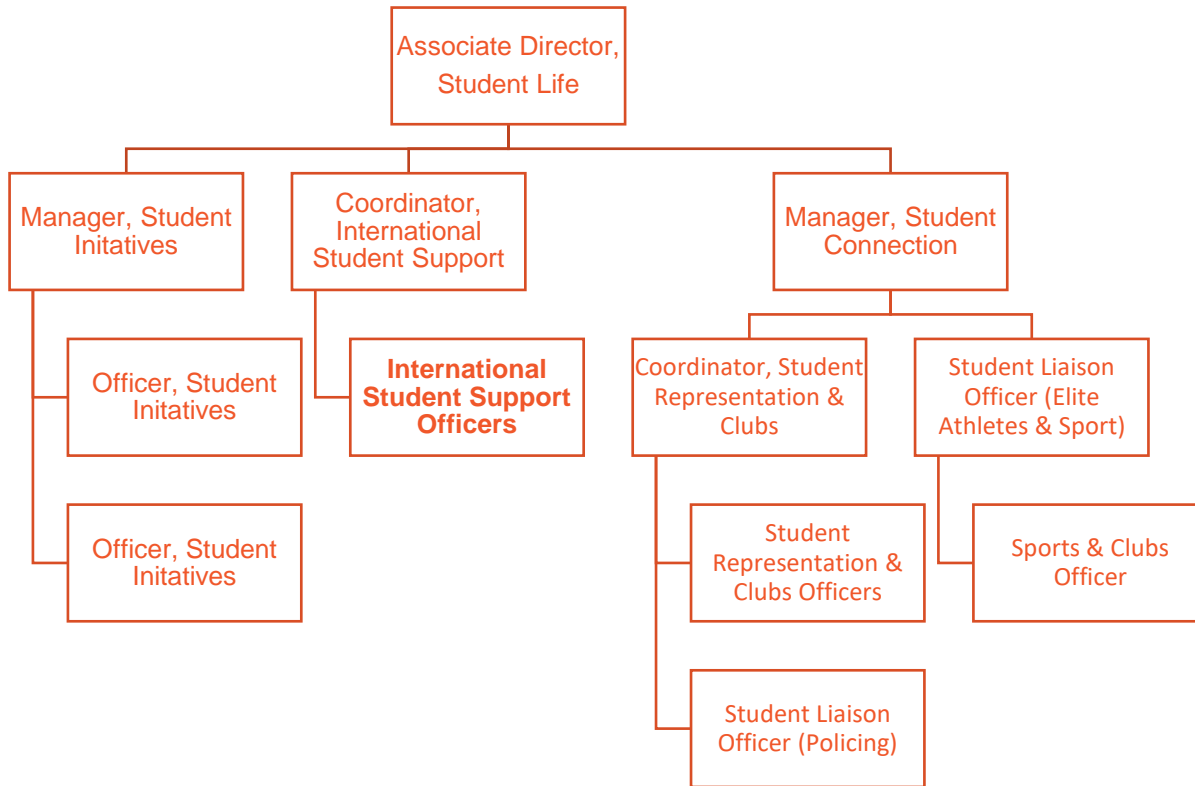
By connecting our individual efforts, our power to deliver outstanding service solutions becomes unstoppable! It's one of the ways we're all living our purpose - Yindyamarra Winhanganha, "the wisdom of respectfully knowing how to live well in a world worth living in".

The Student Life Team provides support across the student life cycle, including onboarding, transition to university, and continued support for students' academic and non-academic journey to becoming successful graduates.

The International Student Support team help enable the University to provide sector-leading support to international students studying with Charles Sturt.



Organisational chart



Reporting relationship

This position reports to: Coordinator, International Student Support

This position supervises: N/A

Key working relationships

- Our students
- Student Life
- Division of Student Experience
- Office of Global Engagement
- Office of Governance and Corporate Affairs
- Division of Student Administration
- Office of Student Safety and Wellbeing
- Division of Learning and Teaching



- Charles Sturt Faculty and School staff
- Charles Sturt Divisions, Offices and Centres staff

Position overview

The International Student Officer provides a range of services to enhance the university experience for international students at Charles Sturt University. Support is provided to on campus and online students for all non-academic enquiries and referrals. The International Student Officer collaborates with a broad range of staff across the University and demonstrates our student-centred culture and a commitment to the University International Strategy and best practice and innovation. This role assists students by supporting their transition to commencement at University, including pre-departure, orientation and at every stage in their journey, to optimise their experience.

The International Student Officer will assist with creating an inclusive student community where the building of personal and social capabilities of our students is at the core of our culture. The role will also be required to help ensure the University is compliant with internal and Government regulations and policies relating to international student support.

Principal responsibilities

- Work collegially with all University staff in the effective provision of quality services for online and on campus international students.
- Undertake case management to support international students to navigate the University requirements.
- Develop an exceptional understanding of relevant University policy and Rules, and actively contribute to the review of policy, procedure and processes, and participate in the implementation of improvements.
- Be accountable and develop, implement, evaluate and report on proactive services and strategies that support international students' success at University, including appropriate referral services.
- Ensure the Division is compliant with University regulations, TEQSA requirements, legislation and policies related to students, including international student orientation, adherence to Education Services for Overseas Students (ESOS) National Code Standards and specific requirements for international students.
- Provide appropriate advice in relation to student engagement with University rules and regulations.
- Develop resources used to educate and inform students on their responsibilities and provide students with relevant and appropriate skills.
- Ensure accurate recording keeping and archiving processes are followed.
- Provide professional and timely responses to international student enquiries related to their University experience and provide relevant referrals and advice.
- Actively engage in the broader working and achievement of the goals of the Uni Life unit, including attendance and participation in meetings, involvement in projects, preparation of reports and presentations, and participation in collaborative initiatives with team members and colleagues from the broader Charles Sturt community.
- Provide support to domestic students as required.



- Other duties appropriate to the classification as required.

Required capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#). Read the Framework for more detail regarding these capabilities.

Capability	Capability Definition	Level of influence
Connects		
Builds Relationships	Implements interdisciplinary collaboration, adopts diversity and inclusion principles, and facilitates relationship building to work effectively with others.	Influence self
Creates Alignment	Aligns behaviours with values, recognises interconnectedness in the environment and takes effective action.	Influence self
Connects in a Global World	Recognises and values cultural differences, is contextually aware, and acts within scope of role but with consideration for global trends and issues.	Influence self
Achieves		
Plans and Prioritises	Effectively plans and aligns priorities with strategy. Effectively allocates and utilises resources to achieve goals.	Influence self
Optimises Outcomes	Consistently achieves desired results as evidenced through measurement. Recognises accomplishments by praising achievements and sharing success stories to promote learning.	Influence self

Capability	Capability description	Level of influence
Enablers		
Practices Effective Governance	Refers to policies, processes and guidance to support effective decision making and applies risk management processes to mitigate risk and proactively manage safety and compliance obligations.	Influence self
Utilises Technology Effectively	Builds capability in relevant technologies, complies with security obligations and addresses the ethics of technology use to minimise risk.	Influence self

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, such as other campuses.
- On occasion drive a vehicle distance up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)



- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kg.
- Possess the physical ability to carry out shelving duties, such as frequent bending, reaching/stretching, squatting and repetitive lifting.

Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. A degree in a relevant discipline, normally with 2 or more years' subsequent relevant experience to consolidate the theories and principles learned; or extensive experience (e.g. an associate diploma, normally with at least 4 years' subsequent relevant experience), leading to either the development of specialist expertise or the development of broad knowledge, in technical or administrative areas; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Highly developed interpersonal and communication skills, including the capacity to develop and maintain strong partnerships with stakeholders and clients.
- C. Proven experience in high quality service delivery and the development of appropriate performance measures with the ability to interpret and apply policy, rules and regulations.
- D. Excellent information technology skills to operate efficiently as part of a physically distributed team, and the capability to learn and utilise new online technologies as appropriate.
- E. Demonstrated excellence in the use of inclusive approaches to the provision of services based on a thorough understanding of student needs within a contemporary tertiary education sector.

Desirable

- F. Unrestricted motor vehicle driver's licence, class C.
- G. Understanding of visa and other requirements for international students studying in Australian universities.