



Position Description

Director, First Nations Student Connect

First Nations Student Connect

Division of Student Success

This position is an identified position pursuant to Section 14 of the Anti-Discrimination Act 1977 (NSW) and applications are sought from Indigenous Australians to fulfill the requirements of the role.

Classification SNR05

Special conditions Nil

Workplace agreement [Charles Sturt University Enterprise Agreement](#)

Date last reviewed January 2025



Division of Student Success

Staff in the Division of Student Success work collaboratively with faculties and divisions to enhance students' University experience and achieve study outcomes. Through inclusive practices we enhance participation in chosen courses of study and enable people to make smooth transitions into university and the workforce.

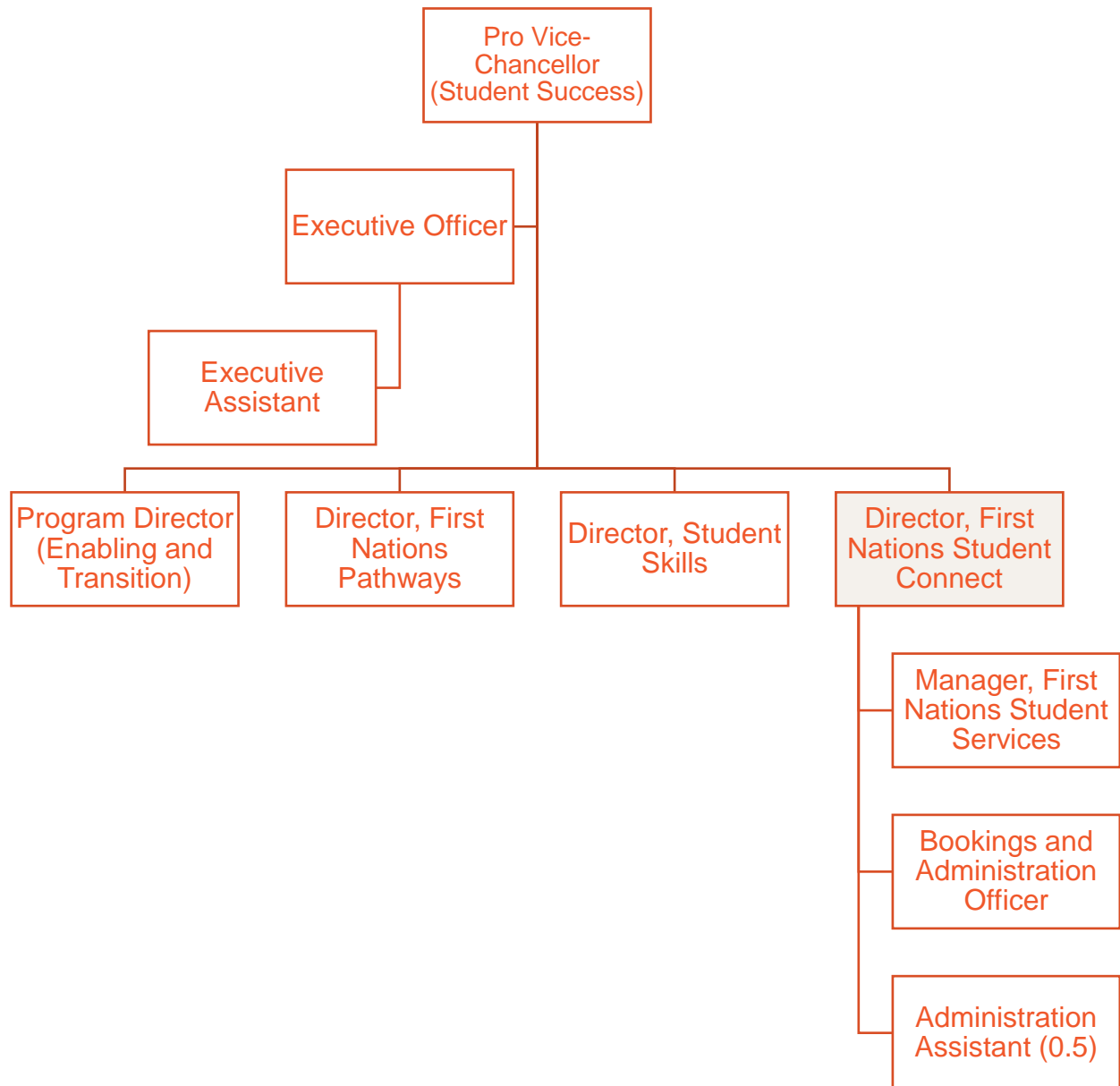
The Division focuses on enabling programs, supported transition into higher education study, delivery of para-academic support to assist students in their academic and career journey, and customised aspiration building and services for First Nations students. The Division of Student Success contributes to the student-centred approach, student retention strategies and student satisfaction objectives of Charles Sturt University.

First Nations Student Connect

First Nations Student Connect provides a range of options to assist First Nations students to be successful at Charles Sturt University. Charles Sturt has the highest number of First Nations students online in Australia and is consistently amongst the highest overall First Nations enrolments nationally. First Nations Student Connect includes a team of eight First Nations Student Advisers who provide general advice, advocacy early interventions and referrals to internal/external services; a First Nations Tutor Program; Away from Base services to support travel, accommodation and meals for eligible students. The service also operates via supported referrals to a range of teams in the University such as counselling, accessibility and inclusion, academic skills and library services.



Organisational chart





Reporting relationship

This position reports to:	Pro Vice-Chancellor (Student Success)
This position supervises:	Manager, First Nations Student Services Bookings and Administration Officer Administration Assistant (0.5)

Key working relationships

- Faculty and School staff
- Division of Student Experience
- Division of Student Safety and Wellbeing
- Division of Library Services
- Division of Student Success

Position overview

The position is responsible for providing the Pro Vice-Chancellor (Student Success) with high-level expert, strategic and policy advice, overseeing the First Nations Student Connect service, writing reports, and facilitating internal and external communication to ensure the effective development of culturally responsive activities. The First Nations Student Connect service aims to optimise participation and success of Indigenous Australian students. The position leads a team who will engage with First Nations students, relevant external service providers and a range of internal teams who provide support to students enrolled at the University. This position will lead collaboration and negotiation with a range of internal stakeholders such as the Division of Student Experience, Division of Library Services, Division of Student Safety and Wellbeing, Division of Learning and Teaching and Faculties to develop and implement First Nations Student Connect activities and services. The focus of the Director position will be to encourage agile and resilient approaches to innovation to support success for First Nations students.

Principal responsibilities

- **Values:** Consistently embody the University's values in behaviour and decision-making, while encouraging inclusivity and collaboration to foster a safe and respectful work environment.
- **Leadership:** Lead by example to inspire, empower, and foster a culture of collaboration, innovation, and continuous improvement. Ensure clear direction, effective communication, and accountability, driving organisational success and individual growth, and a safe working environment.
- Contribute significantly to major decision-making processes of the University by involvement in relevant strategic planning, projects, and working parties, and provide discussion papers, project planning documents and expert advice proactively and as required.
- Lead the activities of the First Nations Student Connect team within the portfolio of the Division of Student Services.



- Provide expert knowledge and skills in successful participation in higher education by First Nations students and relevant equity group students to guide practice within the portfolio and more broadly in the University.
- Effectively manage the unit's resources, including the budget, in ways that exhibit a sustainable practice approach.
- Ensure robust frameworks are in place for measuring and benchmarking the performance of services that support access and successful participation by Indigenous peoples in Charles Sturt University.
- Work collaboratively with the Faculties, Divisions and Offices to implement key actions from the University's Strategic Plan and to design and implement strategies that facilitate access to University by Indigenous peoples, and participation and success of First Nations students.
- Promote links with communities, industry and professions to enhance inclusive practices, in particular transition to university and success at university by First Nations peoples.

Required capabilities

Capability	Capability Definition	Level of influence
Innovates		
Acts Strategically	Analyses opportunities to determine effective solutions and solve problems in order to achieve short and long-term objectives.	Influence self
Connects		
Builds Relationships	Implements interdisciplinary collaboration, adopts diversity and inclusion principles, and facilitates relationship building to work effectively with others.	Influence self
Achieves		
Plans and Prioritises	Effectively plans and aligns priorities with strategy. Effectively allocates and utilises resources to achieve goals.	Influence self
Drives Impact	Collaboratively engages with peers and stakeholders in the community and industry. Places our people and students at the centre of design decisions.	Influence self

Capability	Capability description	Level of influence
Manages Effectively		
Builds Effective Teams	Builds teams with complementary abilities and skill sets, encourages effective communication and collaboration and cultivates a supportive environment to reach objectives.	Influence self



Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond the base locations, such as other campuses, as well as possible car and air travel and work with a diverse range of staff, students and community members.
- On occasion drive a vehicle distance up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)

Selection criteria

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

Essential

- A. Identify as an Indigenous Australian; demonstrate a level of knowledge and understanding of Indigenous Australian cultures and societies appropriate to the position; including lived experience and understanding of the issues affecting people in contemporary Australian society and the diversity of circumstances of Aboriginal and Torres Strait Islander people.
- B. Postgraduate qualifications with demonstrated capability in leading the development, implementation and evaluation of services that enhance First Nations student experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- C. Proven leadership in a range of demanding and influential roles that show capacity to develop a sense of unity, cooperation and common purpose amongst staff, and to support organisational and cultural change as needed.
- D. Sound understanding of university processes and the tertiary education landscape, academic and administrative processes, legislative requirements, equity principles and education for sustainability.
- E. Demonstrated commitment to applying culturally respectful and safe practices in the workplace and demonstrating respect and inclusiveness of culturally diverse people in all work practices at both the strategic and operational levels.