



Position Description

Strategy Officer

Office of Strategy

Chief Operating Officer

Classification Level 7

Delegation band [Delegations and Authorisations Policy \(see Section 3\)](#)

Special conditions NA

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

Date last reviewed 12 July 2024



About Charles Sturt University

Ethos

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia’s pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

Goals

To deliver on our purpose and vision, the university has three key goals:

1. Maintain the university’s position in the top five Australian universities for graduate outcomes based on employment and salary
2. Embed a culture of excellence across all aspects of the university’s operations
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia

Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us. Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

Performance measures

In addition to the principal responsibilities all staff are required to contribute to the success of the university strategy including meeting university’s eight key performance indicators:

Our Students	<ul style="list-style-type: none">• Commencing progress rate• Student experience
Our Research	<ul style="list-style-type: none">• Research income• Research quality and impact
Our People	<ul style="list-style-type: none">• All injury frequency rate• Engagement
Our Social Responsibility	<ul style="list-style-type: none">• Underlying operating result• Community and partner sentiment

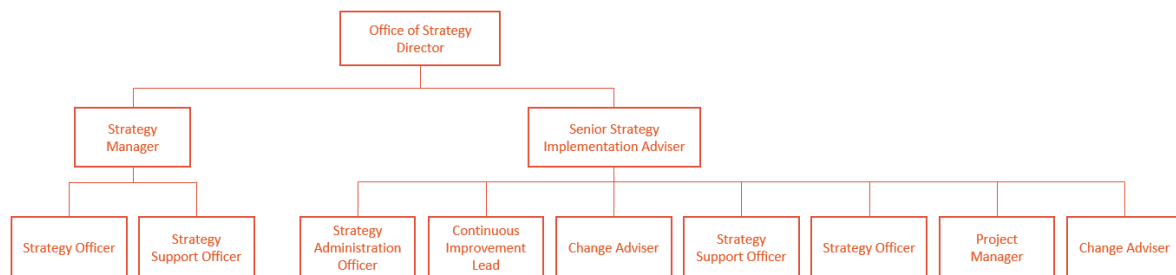
Office of the Chief Operating Officer

Office of Strategy

The Office of Strategy sits within the Chief Operating Officer Portfolio. The strategy team play a crucial role in driving the University's strategic planning and reporting, in support of achieving our organisational strategic goals. The Office of Strategy has responsibility in leading the assessment of the University's present state, envisioning its future direction, and creating strategic roadmaps with aligned key performance indicators.

We plan for the future, drive change, and evaluate performance and decisions. We improve practice and processes to provide a seamless student/staff experience through improving business activities and implementing strategic outcomes.

Organisational chart



Reporting relationship

This position reports to: Senior Strategy Implementation Adviser

This position supervises: Nil

Key working relationships

- Office of Strategy team
- Divisional leadership and staff
- Faculty leadership and staff
- Subject matter experts across the university
- COO Portfolio support functions
- OPA team
- Division of Information Technology staff



Position overview

The Strategy Officer works closely with the Senior Strategy Implementation Adviser to support stakeholders who plan and implement strategic initiatives and continuous improvement at Charles Sturt. This position plays a key role in supporting the Continuous Improvement Manager to identify, inform and implement targeted process improvement projects, facilitates workshops and training and supports accurate performance reporting for the Office of Strategy.

Principal responsibilities

- Undertake research and conduct data analysis to assist stakeholders to understand their performance relative to strategic objectives or goals.
- Support the development of high-quality presentations and reports, including Executive Leadership Team and Council/ Foresighting Committee papers, submissions and other written or presentation materials.
- Analyse complex business process requirements within the university context and provide recommendations for improvement.
- Support the scoping and planning of continuous improvement initiatives or projects.
- Interpret complex business processes; work logically and systematically to research options and apply in-depth expert knowledge of business process improvement and document to provide specialist recommendations.
- Maintain an up-to-date working knowledge of issues in the higher education sector particularly related to business process improvement, key legislation, policies, procedures and of relevant systems and technologies which underpin the teams' activities and client service delivery.
- Lead the delivery of high quality skilling resources to staff to support the implementation of the Process Improvement Framework and continuous improvement activities in the university.
- Promote a culture of innovation and continuous service improvement.
- Actively develop relevant internal and external networks to foster highly effective and productive relationships with all stakeholders and deliver service improvement.
- Other duties appropriate to the classification as required.



Role-specific capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#) identified as essential or critical for success in this role.

Focus on service	Strive to meet needs and exceed expectations of our students, communities and colleagues (performance focus, quality outcomes, student welfare, equity and conduct).
Innovative	With creativity at our core, be open to new ideas and seek to find better ways.
Adapt to change	Explore the reasons for change and be willing to accept new ideas and initiatives.
Influence	Create compelling arguments to persuade others and promote ideas that add strategic value.
Present and communicate information	Speak clearly and fluently, express opinions, make presentations, respond to an audience, show credibility.
Analyse	Analyse information, probe for clarity, produce solutions, make judgements, think systemically.
Learn and research	Learn rapidly, gather information, understand rapidly, manage knowledge, foster organisational learning.
Formulate strategies and concepts	Work strategically, set strategies, have vision, think broadly about the organisation.

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 distances 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. A degree with at least 4 years subsequent relevant experience to consolidate and extend the theories and principles learned; or extensive experience and management and or specialist expertise; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Extensive experience analysing process and systems in a large and complex organisation with a focus on business process review and customer experience outcomes.
- C. Highly developed analytical skills and financial analysis.
- D. Superior communication skills to influence positive outcomes, including well-developed report writing skills, and a demonstrated capacity to liaise effectively with a broad range of people and foster professional relationships.
- E. Demonstrated attention to detail with ability to analyse and interpret policy, resolve problems for clients and assess performance.

Desirable

- F. Broad knowledge of Higher Education Sector and Government Policy.



● Brisbane

New South Wales

● Dubbo

● Port Macquarie

● Orange

● Bathurst

Goulburn
NSW Police Academy ●

● Sydney

● Wagga Wagga

● Canberra

● Albury-Wodonga

● Wangaratta
Regional Study Centre

Victoria

● Melbourne

● - Capital city ● - Campus location

