



# Position Description

## Community Relations Officer (Orange)

Government Relations and Regional Engagement office

<b>Classification</b>	Level 5
<b>Delegation band</b>	<a href="#">Delegations and Authorisations Policy (see Section 3)</a>
<b>Workplace agreement</b>	<a href="#">Charles Sturt University Enterprise Agreement</a>
<b>Date last reviewed</b>	August 2024



## About Charles Sturt University

### Purpose

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 undertaking 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 will be required to contribute to the success of the university strategy including meeting the eight key university key performance indicators:

<b>Our Students</b>	Commencing Progress Rate Student Experience
<b>Our Research</b>	Research Income Research Quality and Impact
<b>Our People</b>	Engagement All Injury Frequency Rate
<b>Our Social Responsibility</b>	Underlying Operating Result Community and Partner Sentiment

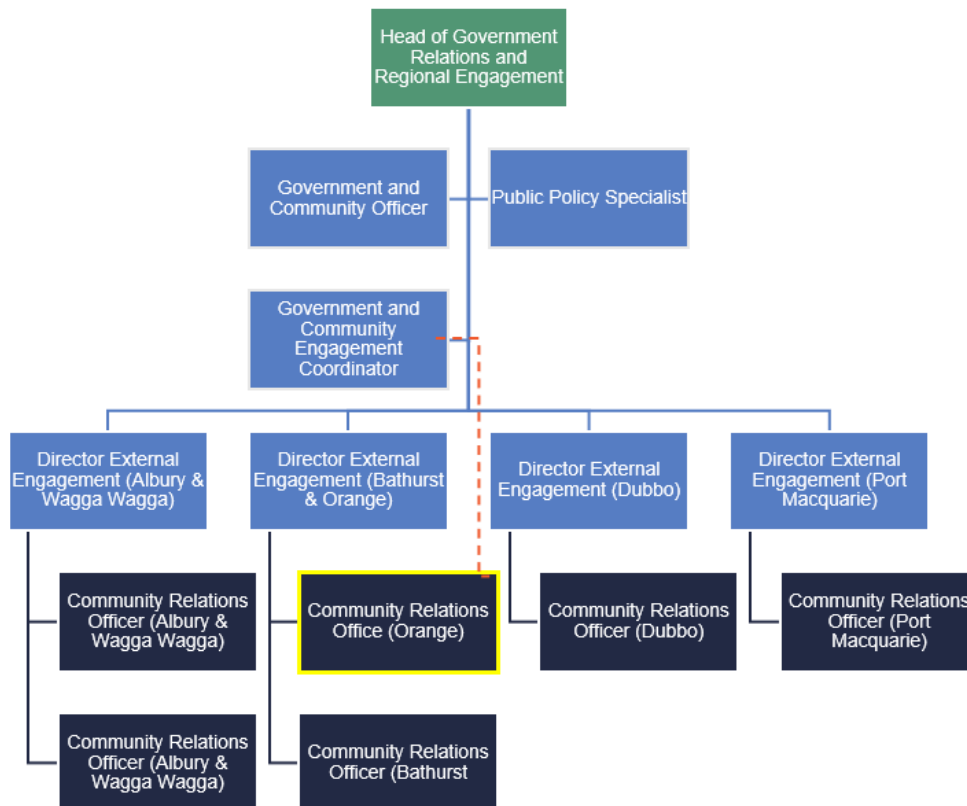
## Office of the Executive Director, Engagement and Enterprise

The Office of the Executive Director, Engagement and Enterprise reports directly to the Vice-Chancellor and leads the following activities:

- Strategic external engagement activities across the University's footprint, including Charles Sturt Regional Engagement Plans and government relations
- Charles Sturt Engagement Strategy
- Charles Sturt University Business Development and Enterprise
- Initiation of strategic precinct partnerships
- Public relations, media and communications
- Advancement and philanthropic activities

The Office provides strategic leadership, expertise, and a range of services to support whole-of-University goals associated with its commercial and strategic intent. In achieving these goals, the Office collaborates with a broad network of external stakeholders. In addition, the Office works with all areas of the Charles Sturt community to build university capability and develop a strong and integrated approach to business development, community engagement, internal and external communications, government relations and advancement.

## Organisational Chart





## Reporting relationship

**This position reports directly to:** Director, External Engagement (Orange & Bathurst)

**This position supervises:** Nil

## Key working relationships

- Directors, External Engagement
- Community Relations Officers across the University's footprint
- Head of Government Relations and Engagement
- Government and Community Engagement Coordinator (this is a key relationship for this role with cross campus activities and delivering team projects)
- Executive Assistants and Executive Officers – across Charles Sturt organisational structure including the Office of the Vice Chancellor
- Media and Communications, Advancement, Events and Business Development teams
- External stakeholders including Local Government, State Government, Peak Industry Bodies and Associations, School Principals and Community Organisations

## Position overview

The Community Relations Officer implements community and stakeholder relations strategies that advance the University's goals with internal and external stakeholders. Reporting to the Director, External Engagement (Orange & Bathurst), the position provides high-level administrative support to the Director, External Engagement in their delivery of outcomes contained within the University's 2030 Engagement Strategy. This includes drafting internal and external communications, event management and meeting coordination, workflow and complex diary management; collating responses; preparing documentation, minutes, reports, presentations and correspondence; operational financial management, coordinating travel arrangements; and general administrative support.

The Community Relations Officer will work closely across the portfolio including with the office of the Head of Government Relations and Engagement, other Directors of External Engagement and Community Relations Officers to ensure consistency across Charles Sturt's large regional footprint.

The Community Relations Officer provides a professional first point of contact and interface for the community and other stakeholders often identifying opportunities for the University to be shared with the Director, that align with Charles Sturt strategy and objectives. The role involves frequent interaction and management of varied tiers of both external and internal stakeholders: community members, staff and students across the University.

In addition, the position assists with planning, organising and delivering cost effective, high quality, regional engagement and community relations events and activities both on and off campus. The Community Relations Officer coordinates initiatives such as the community university grants programs and the relationship management of the community partner organisations. The position holder is required to work outside of normal office hours from time to time to deliver, or support the delivery of University events, functions and media activities.



## Principal responsibilities

- Under the direction of the Director, External Engagement, exercise significant decision making in coordinating community and high-level stakeholder relations activities that advance the University strategy with key external and internal constituents.
- Support the Director, External Engagement in representing the University to identified stakeholders through the development and maintenance of relationships with key community groups, external organisations, and/or other interested parties. Represent the University stakeholder meetings and internal coordination meetings, at the direction of the Director, of External Engagement.
- Utilising advanced knowledge of university staff, processes and systems, undertake a broad range of high-level administration to support the Director, External Engagement. This includes workflow and diary management; email management, drafting communications; collating responses to external and internal constituents; preparing documentation, reports, presentations and correspondence; meeting management and minute taking, expenditure tracking and management; database management, website updates and management, coordinating travel arrangements; event management, including the preparation of high-level agendas and event briefs and general administrative support.
- Provide media and public relations support to programs and departments of the University area that adhere to University's brand standards and communications goals.
- Plan and coordinate functions associated with the Director, External Engagement including ministerial and parliamentary visits, event coordination, special occasions and University tours including the coordination of travel for the Director, External Engagement and visitors.
- Attend to requests for Director, External Engagement funding and sponsorship from various organisations. This includes the processing of grant applications received, assessing applications, and providing local advice and/or recommendations on the eligibility and/or worthiness of applications received.
- Investigate and identify improvement of business systems or workflows of internal processes with grants and other broad scale projects.
- Other duties as required and requested by the Director, External Engagement, consistent with the above tasks.

## Role-specific capabilities

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

<b>Live our values</b>	Uphold the Charles Sturt University values daily in our own behaviours and interactions with others.
<b>Network</b>	Bring people together and build relationships that deliver desired benefits and outcomes.
<b>Write and report</b>	Write clearly, succinctly, and correctly, convince through writing, avoid jargon, structure information.



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**Plan and organise**

Set objectives, plan, establish contingencies, manage time, resources and people, monitor progress.

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**Achieve personal work goals and objectives**

Accept and tackle demanding goals, work hard, make the most of development opportunities, seek progression.

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## Physical capabilities

- Work in other environments beyond your base campus, such as other campuses.
- On occasion drive a University vehicle distances 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.

## Selection criteria

Applicants are expected to have the following requirements to be considered for this position.

### Essential

- A. Completion of a degree without subsequent relevant work experience as a graduate upon appointment; or completion of an associate diploma, normally with a range of experience, including at least 2 years' subsequent relevant work experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Strong stakeholder engagement and communication skills, with proven ability to interact effectively with diverse groups of people including community members, students, staff, and dignitaries.
- C. Experience in activities including event coordination, and document preparation, database management and communications.
- D. Advanced knowledge and applied experience in using a range of software applications including Microsoft Office 365.
- E. Demonstrated ability to work autonomously, make judgement calls, prioritise tasks and effectively manage time whilst working independently within set guidelines and policies.

### Desirable

- F. Excellent understanding of the region, local businesses and communities.

