



# Position Description

## Project Administration Officer

Student Skills

Division of Student Success

<b>Classification</b>	Level 5
<b>Delegation band</b>	Delegations and Authorisations Policy (see Section 3)
<b>Special conditions</b>	<p>Ability to travel, involving overnight stays, is a necessary component of this role. Hours of work will be allocated according to student needs within the 7am-7pm band</p> <p>Appointment is conditional upon the successful applicant producing, satisfying and maintaining a “<i>Working with Children Check</i>”, in accordance with the <i>Commission for Children and Young People Act (NSW)</i>.</p>
<b>Workplace agreement</b>	Charles Sturt University Enterprise Agreement
<b>Date last reviewed</b>	January 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 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 University 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>	<ul style="list-style-type: none"><li>• Commencing progress rate</li><li>• Student experience</li></ul>
<b>Our Research</b>	<ul style="list-style-type: none"><li>• Research income</li><li>• Research quality and impact</li></ul>
<b>Our People</b>	<ul style="list-style-type: none"><li>• Engagement</li><li>• All injury frequency rate</li></ul>
<b>Our Social Responsibility</b>	<ul style="list-style-type: none"><li>• Underlying operating result</li><li>• Community and partner sentiment</li></ul>



## Division of Student Success

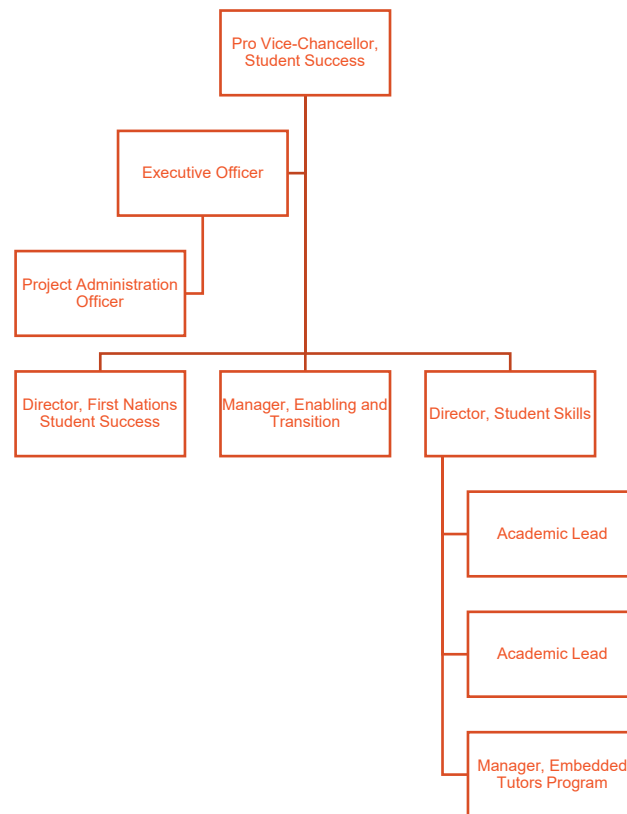
The Division of Student Success ensures a positive correlation between a collegial, humanistic approach to student success and creates an authentic, down-to-earth, and welcoming student experience. The Division focuses on delivery of para-academic support for students that assists students in their academic and career journey and aims to lead industry best practice, contributing to the student-centred approach, student retention strategies and student satisfaction objectives of Charles Sturt University.

## Student Skills

throughout their time at university, whatever their location, study mode or load. We believe all students should be supported to learn the necessary skills to succeed at university and should be empowered to navigate dynamic careers in the increasingly complex world of work.



## Organisational chart



## Reporting relationship

**This position reports to:** Executive Officer

**This position supervises:** Nil

## Key working relationships

- Director, Student Skills, Division of Student Success
- Manager, Embedded Tutors, Division of Student Success
- Academic Leads, Division of Student Success
- Divisions, including Student Success, Student Experience, Learning and Teaching, and Library Services
- Office of Planning and Analytics



## Position overview

The Project Administration Officer will provide support to the Student Skills unit in coordination, administration, communication, and research. The Project Administration Officer will support projects and campaigns; manage enquiries through the designated inboxes; respond, flag, and distribute correspondence for follow up ; provide support with drafting and compiling reports as well as summarising and reporting outcomes as required.

## Principal responsibilities

- Support the delivery of Student Skills campaigns and projects, including working with limited supervision and using judgement and problem-solving to coordinate campaign elements within their responsibility.
- Coordination of administrative functions for Student Skills programs, and Director, Student Skills including scheduling meetings; managing and coordinating diary and travel arrangements; attending to correspondence and email communications, and taking relevant action as required.
- Responsible for the coordination of communication through the CRM (and other platforms as required), including tracking and following-up communications and liaising with relevant areas of the University and external contacts as needed.
- Assist in the preparation of forms, standard reports, presentations, agendas, minutes, and any necessary administration of records.
- Apply detailed knowledge of work unit policies, systems and procedures, and their interaction with policies, systems and procedures in any related areas, to respond to standard circumstances and advise, assist and influence others.
- Create a positive experience for stakeholders when engaging with the Division of Student Success and provide quality service to staff, students, visitors and others.
- Other appropriate duties as directed by the Director, Student Skills.



## Role-specific capabilities

<b>Focus on service</b>	Strive to meet needs and exceed expectations of our students, communities and colleagues (performance focus, quality outcomes, student welfare, equity and conduct).
<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>Influence</b>	Create compelling arguments to persuade others and promote ideas that add strategic value.
<b>Lead and supervise</b>	Set directions and standards, delegate, motivate, empower, develop others, recruit talent.
<b>Formulate strategies and concepts</b>	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 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 university vehicle distances up to 500km per day within the terms of the university's [Driving 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 address the selection criteria when applying 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 with a range of experience, normally including at least 2 years' subsequent relevant work experience; or completion of a certificate and extensive subsequent relevant experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Strong administrative skills with demonstrated experience in data extraction, report presentation, managing competing demands and task prioritisation, in a multi-faceted and changing organisational environment.
- C. Excellent communication, interpersonal and customer service skills appropriate for developing professional relationships with team members, other staff and students.
- D. Demonstrated ability to think analytically, problem solve and interpret and apply policy, guidelines and procedures.
- E. Ability to confidently use various types of technology platforms and systems.





● - Capital city ● - Campus location

