



Charles Sturt  
University

## Position Description



## Education Intelligence Analyst

### Faculty of Business, Justice and Behavioural Sciences

Classification	Level 7
Delegation Band	Delegations and Authorisations Policy (see Section 3)
Hours per Week	35
Special Conditions	Travel is a necessary component of this role
Nature of Employment	Fixed term
Workplace Agreement	Charles Sturt University Enterprise Agreement
Date Last Reviewed	June 2019

### Faculty of Business, Justice and Behavioural Sciences

The Faculty of Business, Justice and Behavioural Sciences covers a diverse range of disciplines and is comprised of 6 Schools, 1 Centre and CSU Engineering – the School of Management and Marketing, School of Accounting and Finance, School of Computing and Mathematics, School of Policing Studies, Australian Graduate School of Policing and Security, School of Psychology, Centre for Customs and Excise Studies and Engineering.

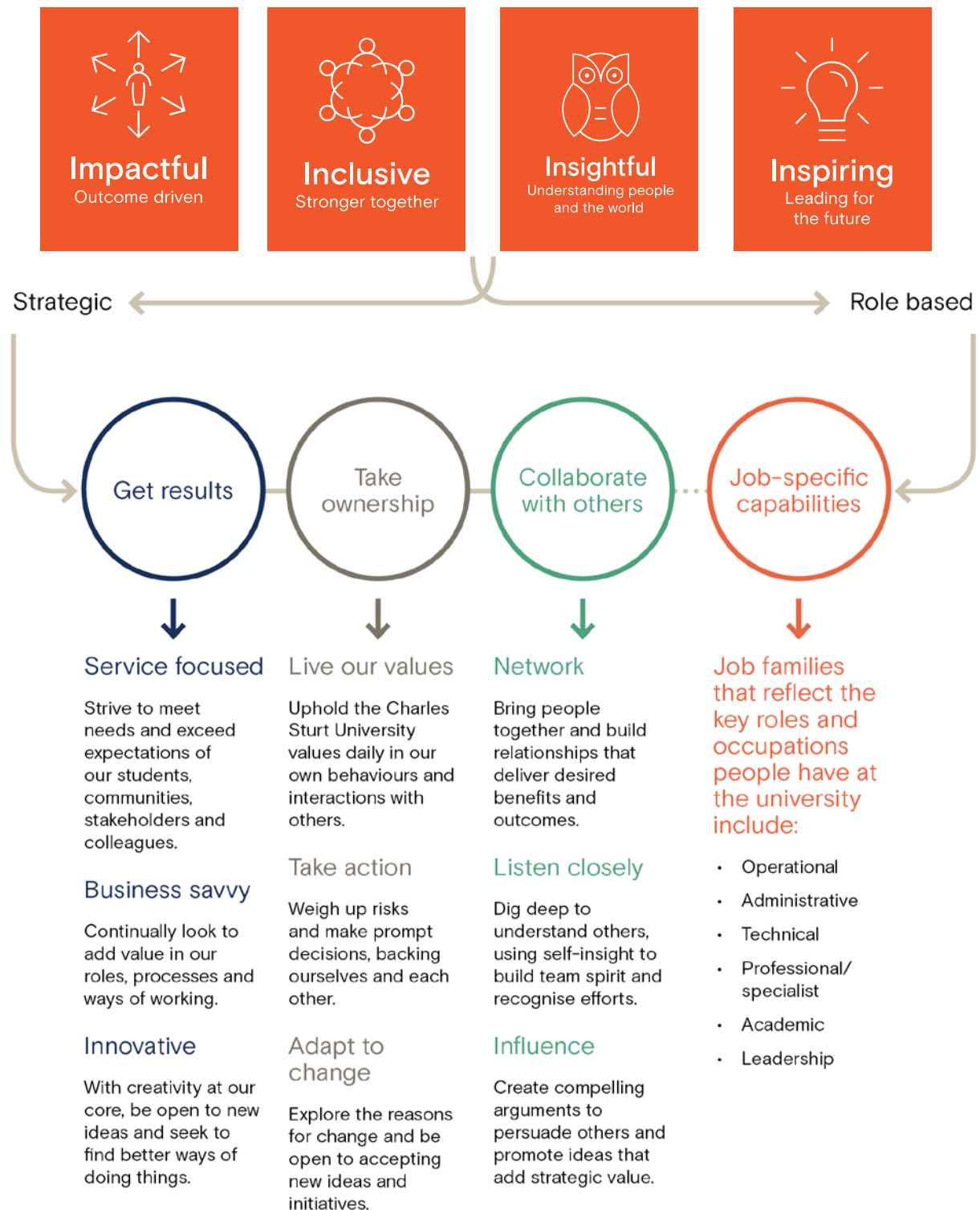
Faculty staff are leaders in their fields of teaching and research and combine significant professional experience with academic expertise. Our Schools and Centre continue to grow through close collaboration and consultation with private industry, regulators, professional bodies, community engagement, partnerships and global networks.

Study Group Australia (SGA) has a third party partnership with Charles Sturt University to deliver face-to-face award courses at three delivery sites, known as Charles Sturt University Study Centres in Brisbane, Sydney and Melbourne. Study Group Australia are responsible for the Charles Sturt University Study Centres, undertaking the marketing, advertising and promotion of Charles Sturt University Study Centres and Approved Courses. They are involved in the recruitment of students for admission to Approved Courses at Charles Sturt University Study Centres; the delivery and teaching of Approved Courses the administration including the provision of academic and administrative staff, provision of necessary equipment and materials and all other administrative services. The staff of Charles Sturt University Study Centres work co-operatively with Charles Sturt University in assuring the quality of academic and administrative service delivery in accordance with the Higher Education Standards.

For more information on the Faculty of Business, Justice and Behavioural Sciences go to: [Faculty Home - Faculty of Business, Justice and Behavioural Sciences](#)

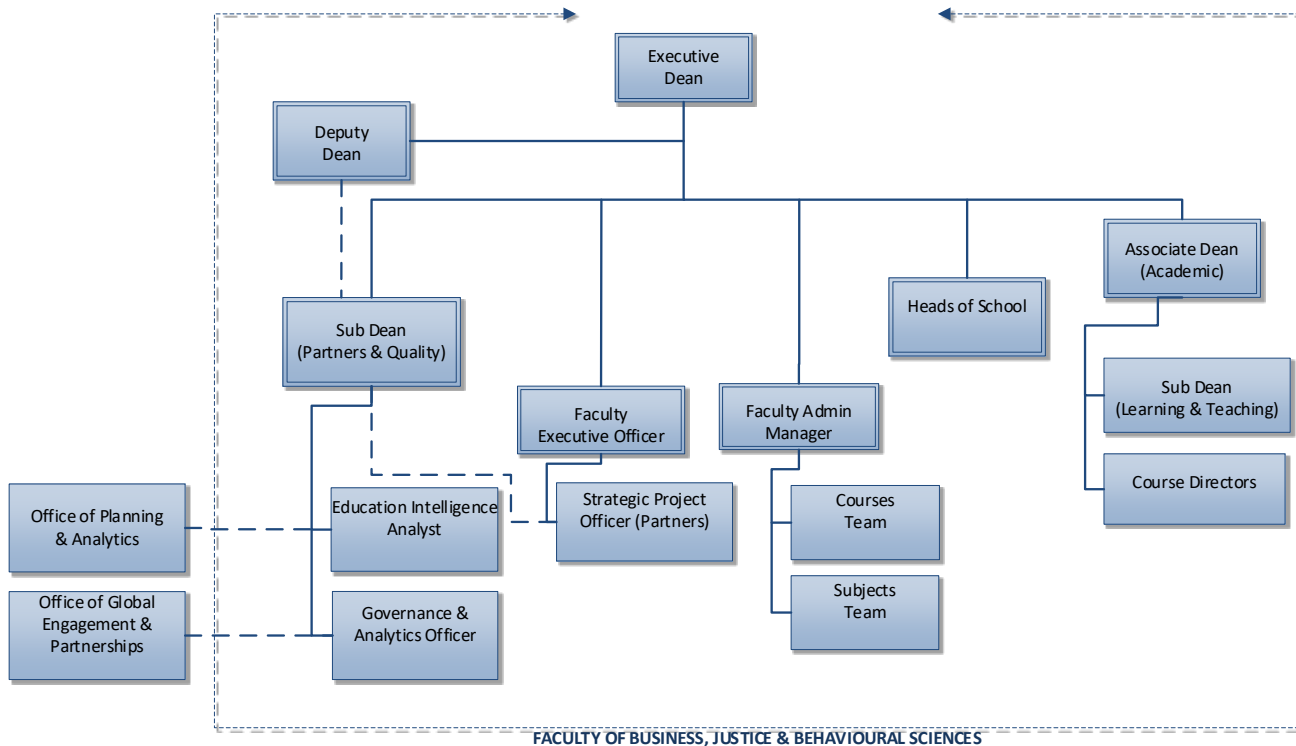


## Our University Values





## Organisational Chart



## Reporting relationship

**This position reports to:** Sub-Dean (Partners and Quality)

**This position supervises:** N/A

## Key working relationships

- Office of Planning and Analytics
- Charles Sturt University Study Centres (Brisbane, Melbourne, Sydney)
  - Academic Directors, Study Centre
  - Campus Directors, Study Centre
- Faculty of Business, Justice and Behavioural Sciences
  - Head of School
    - Accounting and Finance
    - Computing and Mathematics



- Management and Marketing
  - Governance and Analytics Officer
  - Executive Dean
  - Deputy Dean
  - Associate Dean, Academic
  - Sub-Dean (Learning and Teaching)
  - Faculty Administration Manager (including the Courses and Subjects Teams)
  - Faculty Executive Officer
  - Strategic Projects Officer (Partners)
- Division of Student Administration
- Partner Manager, Office of Global Engagement and Partnerships

## Position overview

The Education Intelligence Analyst is a Charles Sturt University position, co-located at Study Group Australia's Charles Sturt University Study Centre in Sydney. The position will report to the Sub-Dean (Partners and Quality) within the Faculty and will work closely with the Heads of Schools for the Schools of Accounting and Finance, Computing and Mathematics, and Management and Marketing and the Governance and Analytics Officer to adequately assess the quality and academic integrity of the courses and subjects offered by these Schools at the Charles Sturt University Study Centres.

The position will be responsible for analysing and interpreting data (relating to student load, attrition, progression, completion, graduation, student satisfaction, graduate destinations, student experience surveys (SES) and developing advice and recommendations related to quality and academic standards.

Their work will be aligned to the provision of high-quality reports aligned to the Higher Education Standards Framework (HESF) risk assessment, (as developed by TEQSA), to assist to meet compliance and strategic planning needs related to the delivery of tertiary qualifications at the Charles Sturt University Study Centres. The position will play a critical role in the identification and analysis of appropriate data required for compliance, regulatory reporting and planning. The role will establish processes for the collection and management of data as required, undertake the appropriate analyses, and prepare reports for external partner agencies and regulatory bodies (TEQSA and Accrediting). The role will also service internal (University, Faculty and Governance) audiences and communicate the data in meaningful ways whilst identifying areas for continuous improvement. That role will also be required to conduct data auditing and validation checks.

The position will work closely with the Office of Planning and Analytics (OPA), Academic Directors and Campus Directors at the CSU Study Centres, and the Division of Student Administration, to ensure that all data required by Charles Sturt University for its reporting commitments (e.g. under the HESF, Education Services for Overseas (ESOS) Act and the National Code of Conduct) is analysed and communicated appropriately.



## Principal responsibilities

- Identify, analyse and interpret qualitative and quantitative data that is critical to Charles Sturt University and the Study Centre's reporting against the Higher Education Standards Framework (HESF) and internal strategic planning requirements.
- Establish, monitor and review large data sets that are integrated with existing internal data management systems, and assist in the identification of risks or business opportunities.
- Engage with University and relevant Faculty policies and priorities and advise on appropriate data to support the policies.
- Contribute to the development and maintenance of operation manuals and guidelines in support of the Charles Sturt University and Charles Sturt University Study Centre policies.
- Build information management capability and capacity to collate, analyse and record evidence of academic governance of the courses (including subjects) delivered by Charles Sturt University Study Centres.
- Maintain current professional knowledge best practice models in relation to specialist area of the positions and regulatory requirements as outlined in the HESF by TEQSA.
- Promote academic integrity at Charles Sturt University Study Centres by detecting and advising of potential sources of Student Academic Misconduct (SAM), in particular, contract cheating, both web-based and technology-driven.
- Produce reports and dashboards for ready interpretation and benchmarking by a diverse range of stakeholders.
- Communicate interpretations and insights from data sources in a variety of forms to a range of audiences.
- Maintain and apply work knowledge, including quality assurance procedures, regulatory reporting requirements, procedures and guidelines requiring considerable interpretation and analysis.
- Other duties as appropriate to the classification.

## Capabilities

In order to effectively execute the tasks and responsibilities of this role, the incumbent should have:

- Excellent analytical and critical thinking skills, with the ability to interpret complex data analytics.
- The ability to produce high-quality documents for the information and briefing of relevant committees.
- Strong organisation and information management skills.
- Strong interpersonal skills, with the ability to understand team dynamics, contribute to teams, and foster environments of mutual trust and respect.
- The ability to effectively communicate complex messages and information with a diverse range of stakeholders, including the use of visual representations.
- Ability to plan activities, manage workloads and work independently to meet established directions/priorities.



- The ability to work cooperatively in teams within the Faculty and Study Centres, providing analysis and advice to achieve strategic goals.
- A willingness and capacity to continue to develop skills in strategic planning and analysis.

## Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond the school, 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 Hours Guidelines and Policy](#).



## Selection criteria

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

### Essential

- A. A degree, normally with at least four (4) years' subsequent relevant experience in data analytics 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. Excellent analytical skills including the ability to analyse, interpret, monitor and report on data/trends.
- C. Demonstrated strong written and oral communication skills, with experience in communicating complex and large data sets and information to a range of internal and external stakeholders verbally and/or in the form of high-quality, concise reports and briefs.
- D. Demonstrated ability to work collaboratively within multidisciplinary teams to achieve outcomes.
- E. Proven ability to work independently to manage own workload whilst meeting the team's established priorities/objectives in a timely manner and train and mentor other staff.

### Desirable

- F. Experience in a higher education environment including familiarity with the data and reporting issues relevant to Universities.
- G. Experience applying analysis and validation to the HESF standards set by the regulatory expectations of the regulatory environment.
- H. Willingness to travel between Charles Sturt University campuses as required by the position.



