

Student Liaison Officer (Online)

Division of Student Services

Classification	Level 6
Delegation Band	Delegations and Authorisations Policy (see Section 3)
Hours per Week	35
Special Conditions	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. Fixed term positions are dependent on Higher Education Participation and Partnership program funding (HEPPP)
Nature of Employment	Fixed term
Workplace Agreement	Charles Sturt University Enterprise Agreement
Date Last Reviewed	April 2019

Our University Values



Our Core Competencies

Charles Sturt University (CSU) staff are expected to demonstrate the following competencies:

Set Direction and Deliver Results

- Creating and innovating.
- Delivering results and meeting customer expectations.
- Entrepreneurial and commercial thinking.

Collaborate with Impact

- Relating and networking.
- Working with people.
- Persuading and influencing.

Lead Self and Others

- Adhering to principles and values.
- Deciding and initiating action.
- Adapting and responding to change.

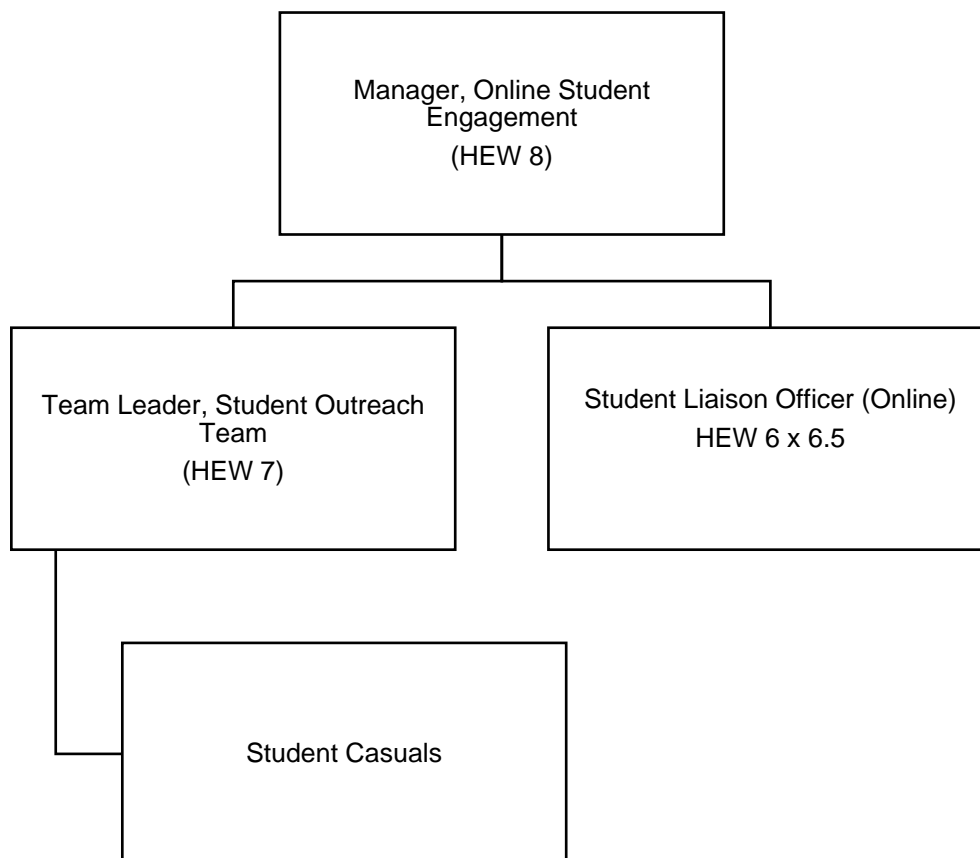
Division of Student Services

Charles Sturt University develops holistic, far-sighted people who help their communities grow and flourish. Acknowledging the culture and insight of Indigenous Australians, CSU's ethos is clearly described by the Wiradjuri phrase: *'yindyamarra winhanganha'* (*'the wisdom of respectfully knowing how to live well in a world worth living in'*).

Staff in the *Division of Student Services* work collaboratively with Faculties and Divisions to enhance students' University experience. We recognise that successful transition into University depends upon an holistic approach involving academic and social integration. Through inclusive practices we build aspiration levels for Higher Education, enhance participation in chosen courses of study and enable people to make smooth transitions into University and into the workforce.

The Engagement team is dedicated to providing students with services that facilitate their engagement and active participation with CSU. Core to the work of this team is the use of strategies that facilitate students' capacity to successfully navigate key transition points in their educational experience. Practice excellence is the key to success in the team facilitating positive experiences that enhance students' capability to succeed.

Organisational Chart



Reporting Relationships

This position reports to: Manager, Online Student Engagement

This position supervises: N/A

Key Working Relationships

- Students of Charles Sturt University
- Staff across Division of Student Services
- Academics and professional staff from Faculties and Schools
- Community venues across Australia

Position Overview

As a Student Liaison Officer (Online), you will work closely with the Manager, Online Student Engagement. You will be responsible for the design and delivery of support programs to identified students studying online in any faculty. You will provide support through group programs, individual consultations (either face-to face or on-line) and the development of appropriate resources. The Student Liaison Officer (Online) is also expected to work as part of the broader Division of Student Services team to participate in on-campus support activities when workload permits. The position is part of CSU's commitment to its students and contributes to CSU's organisational strategy.

Principal Responsibilities

Work collaboratively with Faculties and University staff to

- Assist the Manager, Online Student Engagement to develop project outreach activities.
- Ongoing travel to locations around Australia to perform Outreach campaigns.
- Develop, plan, implement and evaluate Online Study Advisor campaigns in collaboration with faculty.
- Advocate for students and provide professional and timely responses to student enquiries related to their University experience.
- Lead and mentor the Online Study Student Representative Council.
- Assist with the ongoing evaluation and reporting of the team.
- Develop recommendations and, as appropriate, initiate training and support that enhances the staff and student capabilities in enhancing student experiences.
- Coordinate and support the alignment of initiatives and embed these into University practices.
- Use a continual improvement approach to ensure that the portfolio maintains current and quality practices.
- Other duties appropriate to the classification as required.

Physical Capabilities

The incumbent may be required to:

- Work in other environments such as other campuses as well as possible car and air travel. It will include work with a diverse range of staff, students and community members.
- On occasion drive a university vehicle distances up to 500kms per day within the terms of the University's Driving Hours Guidelines and Policy available at <https://policy.csu.edu.au/document/view-current.php?id=184>.

Selection Criteria

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

Essential

- A. A relevant degree with extension of theories and principles of transition, normally requiring at least 4 years of relevant graduate experience; or a range of coordination experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Demonstrated understanding of the issues related to successful participation, transition, engagement and success in online higher education by people from diverse backgrounds.
- C. Highly developed communication and interpersonal skills with ability to produce high quality reports, presentations and applications, and establish and maintain positive relationships with stakeholders.
- D. Demonstrated experience in collecting, analysing and presenting information to inform the development of strategies, plans, policies and procedures.
- E. Experience in providing administration, assistance or support to committees or working parties.
- F. Current Class C driver's licence.
- G. 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

Desirable

- H. Understanding of and experience in a higher education environment.
- I. Experience in an organisation of similar size and complexity.

Information for Prospective Staff

Your Application

E-recruitment is the method by which CSU manages its recruitment processes and it is preferred that all applications be lodged using this method. Please refer to www.csu.edu.au/jobs/.

If intending applicants are unable to access this website, please contact the HR Service Centre on 02 6338 4884.

Staff Benefits

CSU is committed to providing an employment environment that fosters teamwork, innovation, reflective practice, continual learning, knowledge sharing and opportunities for staff to achieve their full potential. CSU is committed to providing a flexible working environment that encourages employees to live a balanced lifestyle, combining work and family responsibilities.

To find out more: <http://www.csu.edu.au/jobs/working-with-us/benefits-and-rewards>.

Essential Information for Staff

- All employees have an obligation to comply with all the University's workplace health & safety policies, procedures and instructions and not place at risk the health and safety of any other person in the workplace;
- All employees are required to be aware of and demonstrate a commitment to the principles of equal opportunity in the workplace;
- All employees are to ensure the creation and maintenance of full and accurate records of official University business adheres to the University's Records Management Policies; and
- All employees are expected to undertake an induction program on commencement.

Further information regarding the policy and procedures applicable to Workplace, Health and Safety and Equal Opportunity can be found on the CSU website <http://www.csu.edu.au/division/hr/>.

Further information regarding the policies and procedures of CSU can be found in the CSU Policy Library at: <https://www.csu.edu.au/about/policy>.

The following links are listed from [CSU Policy Library](#) on relevant specific policies:

- [Code of Conduct](#)
- [Staff Generic Responsibilities Policy](#)
- [Delegations and Authorisations Policy](#)
- [Outside Professional Activities Policy](#)
- [Intellectual Property Policy](#)