



Position Description

Coordinator, First Nations Content

First Nations Student Success

Division of Student Success

This position is an identified position pursuant to Section 14 of the Anti-Discrimination Act 1977 (NSW) and applications are sought from Indigenous Australians to fulfill the requirements of the role.

Classification Level 6

Delegation band Delegations and Authorisations Policy (see Section 3)

Special conditions Appointment is conditional upon the successful applicant producing, satisfying and maintaining a "Working with Children Check", in accordance with the Commission for Children and Young People Act (NSW), and a Professional Suitability Check with NSW Police.

Some weekend and after hours work may be required.

Workplace agreement Charles Sturt University Enterprise Agreement

Date last reviewed June 2021



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

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



Division of Student Success

The Division of Student Success (DSS) aims to provide all Charles Sturt students with an excellent University experience through the provision of quality support and services. The Division supports students from all backgrounds, regardless of whether they study online or on-campus, whether they've just finished school or are mature age students. This includes support to First Nations and International students. Students are set up to succeed through the provision of opportunities for engagement, academic excellence and being career ready.

DSS also raises the aspiration for university studies in the region and provides quality foundation Pathways into university for students who don't meet the ATAR requirements.

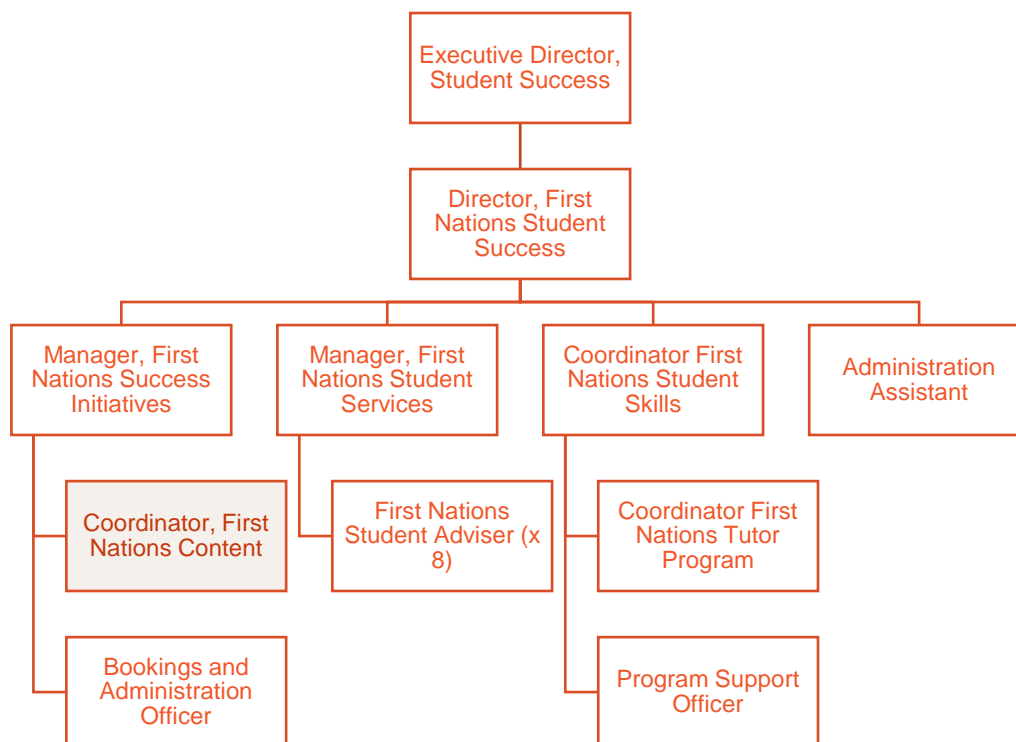
First Nations Student Success

Through First Nations Student Connect services, a range of options are provided to assist First Nations students to be successful at Charles Sturt University. The service is delivered by several different teams, but communication channels are set up cohesively around First Nations students. Charles Sturt has the highest number of First Nations students online in Australia and is consistently one of the highest in overall First Nations enrolments nationally.

The First Nations Student Success team has staff dedicated to providing general advice and advocacy services, a First Nations Tutor Program, Away from Base services, direct entry programs and culturally appropriate connection to a range of specialist services.



Organisational chart



Reporting relationship

This position reports to: Manager, First Nations Success Initiatives

This position supervises: N/A

Key working relationships

- Director, First Nations Student Success
- Manager, First Nations Student Services
- First Nations Student Success team
- Charles Sturt Faculty and School Staff
- Charles Sturt Divisions, Offices and Centres Staff



Position overview

The Coordinator, First Nations Content will support the University to achieve prominent and culturally appropriate positioning of communication items relating specifically to the First Nations strategic sub brand. The Coordinator will develop solutions to support impactful messaging and audience interaction through the First Nations communication channels, events and engagement activities. The Coordinator will support successful communication, in both face to face and online delivery modes for First Nations individuals, communities, organisations and students.

Principal responsibilities

- As part of the operational plans for the University's First Nations strategic sub brand, provide culturally safe and responsive content solutions that meet the needs of First Nations students, as outlined in the First Nations Student Success team's strategic and operational plans
- Be a point of contact to facilitate the planning, scheduling, coordination and approval of culturally appropriate content to convey messages with impact through a range of channels and events.
- Work collaboratively with the Director and Managers to identify communication and messaging objectives; and liaise with relevant teams to achieve a collaborative approach to content planning, development and release
- Provide expert advice and high-level communication skills to prepare and develop written and visual communication content
- Provide advice around and interpret First Nations strategic sub brand guidelines, including appropriate use/storage and permission protocols relating to cultural information in digital content
- Contribute to the development of self-serve materials to enhance First Nations student understanding and engagement with Away from Base program components, mentoring, employment coaching, access programs and academic skills
- Actively engage in the broader work towards achievement of the goals of the First Nations Student Success team, including attendance and participation in meetings, involvement in projects, preparation of reports and presentations, and participation in collaborative initiatives with team members and colleagues from the broader Charles Sturt community.
- Undertake other duties appropriate to the classification as required.



Role-specific capabilities

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.
Live our values	Uphold the Charles Sturt University values daily in our own behaviours and interactions with others.
Network	Bring people together and build relationships that deliver desired benefits and outcomes.
Present and communicate information	Speak clearly and fluently, express opinions, make presentations, respond to an audience, show credibility.
Achieve personal work goals and objectives	Accept and tackle demanding goals, work hard, make the most of development opportunities, seek progression.

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 university 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. Identify as an Indigenous Australian; demonstrate a level of knowledge and understanding of Indigenous Australian cultures and societies appropriate to the position; including lived experience and understanding of the issues affecting people in contemporary Australian society and the diversity of circumstances of Aboriginal and Torres Strait Islander people
- B. A degree in a relevant discipline, normally with 2 or more years' subsequent relevant experience to consolidate the theories and principles learned; or extensive experience (e.g. an associate diploma, normally with at least 4 years' subsequent relevant experience), leading to either the development of specialist expertise or the development of broad knowledge, in technical or administrative areas; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- C. Demonstrated communication and negotiation skills to considerately and effectively work with relevant stakeholders on matters relevant to the delivery of quality higher education to Aboriginal and Torres Strait Islander people.
- D. Recent communication, marketing or content development experience, including a demonstrated ability to produce engaging and impactful written and/or visual content
- E. Proven ability to demonstrate initiative, independently prioritise work, meet deadlines and produce high quality outcomes in situations which may require negotiated solutions between diverse organisational areas.
- F. Strong technology skills to support a high quality learning experience for students and to operate efficiently as part of a physically distributed team with the capacity to learn and utilise new online technologies as appropriate and the ability to embrace cultural change and changes in professional practice.

Desirable

- G. Demonstrated understanding of design thinking

