



Position Description

Events Officer

Future Student Engagement and University Events

Division of Customer Experience

Classification	Level 5
Delegation band	Delegations and Authorisations Policy (see Section 3)
Special conditions	<p>This appointment is conditional upon the successful applicant satisfying and maintaining a Working with Children Check in accordance with the Child Protection Act 1998.</p> <p>Out of core works hours or weekend end work may be required.</p>
Workplace agreement	Charles Sturt University Enterprise Agreement
Date last reviewed	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 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 all staff are required to contribute to the success of the university strategy including meeting university’s eight key performance indicators:

Our Students	<ul style="list-style-type: none">• Commencing progress rate• Student experience
Our Research	<ul style="list-style-type: none">• Research income• Research quality and impact
Our People	<ul style="list-style-type: none">• Engagement• All injury frequency rate
Our Social Responsibility	<ul style="list-style-type: none">• Underlying operating result• Community and partner sentiment



Division of Customer Experience

Future Student Engagement, University Events

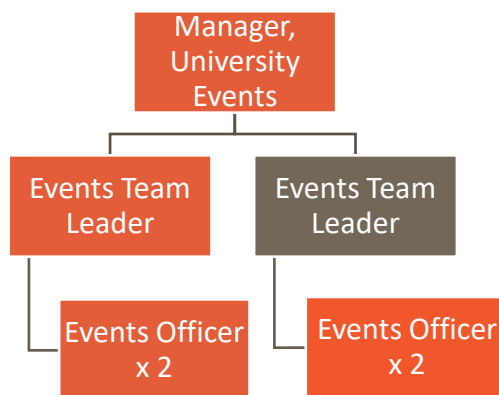
The Division of Customer Experience sits within the Chief Operating Officer's portfolio within Charles Sturt University. Key to the Division is placing customers at the centre of everything we do, and we play a critical role in attracting, connecting and transitioning customers to the Charles Sturt brand.

The Division brings together the marketing, brand and attraction strategies from across the University and includes a strong focus on unifying marketing, student recruitment and student admissions vision, objectives and approaches.

The Division works closely with the Division of Student Experience and ensures that the end-to-end journey from customer to student is seamless, impactful and leaves a lasting positive impression.

The Division also supports the customer journey by establishing and connecting Research partners, business development partners and other key stakeholders with the Charles Sturt brand.

Organisational chart



Reporting relationship

This position reports to: Events Team Leader

This position supervises: N/A

Key working relationships

- Events Team Leader
- Staff from across the Student Recruitment Team
- Staff from across the Office of the Vice-Chancellor
- Staff from across the Alumni and Advancement Team
- Staff from across the Student Experience Division
- Staff from across the Faculties
- Staff from across the Facilities Management Team
- Faculty Marketing Business Partners



Position overview

The Events Officer will execute a series of high-quality university events to assist the university in successfully managing its reputation and striving to create engagements designed to increase advocacy from attendees. The role will also assist with the development of guidelines and procedures and working with internal Divisions and external organisations in the event management process.

Principal responsibilities

- Assist in planning, coordinating and evaluating a range of major university events, including university wide events like Graduation and scholarship ceremonies, Orientation, and future student recruitment events such as Open and Explore Day's.
- Provide advice, support and assistance to university staff to develop and implement events and activities.
- Review and prioritise current event programs and maintain the university calendar of events, project plans and promotional timelines.
- Monitor budgets in consultation with key stakeholders; reconciling and processing accounts for events.
- Support and deliver corporate and public events, working with external event organisers to ensure university requirements and regulations are adhered to.
- Negotiate, liaise and consult with suppliers to ensure competitive rates and agreements for the university.
- Other duties appropriate to the classification as required.



Role-specific capabilities

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

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).
Live our values	Uphold the Charles Sturt University values daily in our own behaviours and interactions with others.
Take action	Weigh up risks and make prompt decisions, backing ourselves and each other (delivery of strategies, projects).
Adapt to change	Explore the reasons for change and be willing to accept new ideas and initiatives.
Plan and organise	Set objectives, plan, establish contingencies, manage time, resources and people, monitor progress.
Follow instructions and procedures	Follow procedures and instructions, time keep, show commitment, keep to safety and legal guidelines.

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 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 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, 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 through any other combination of education, training and/or experience.
- B. Highly motivated and organised with excellent time management skills to manage multiple demands and prioritise work accordingly.
- C. Excellent interpersonal and customer service skills with the ability to establish, report and effectively liaise across a diverse range of stakeholders.
- D. Proficiency in MS Office Suite, and graphic design and desktop publishing skills and the ability to learn and implement new technology.

Desirable

- E. Skills in administering Event Management Platforms or online registration systems, such as Cvent.



Brisbane

New South Wales

Dubbo

Port Macquarie

Orange

Bathurst

Goulburn
NSW Police Academy

Sydney

Wagga Wagga

Canberra

Albury-Wodonga

Wangaratta
Regional Study Centre

Victoria

Melbourne

● - Capital city ● - Campus location

