



Position Description

Manager, Project Support

Student Management Transformation Project

Division of Student Experience

Classification	Level 8
Delegation band	Delegations and Authorisations Policy (see Section 3)
Nature of employment	Fixed Term
Date last reviewed	May 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 the eight key university key performance indicators:

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



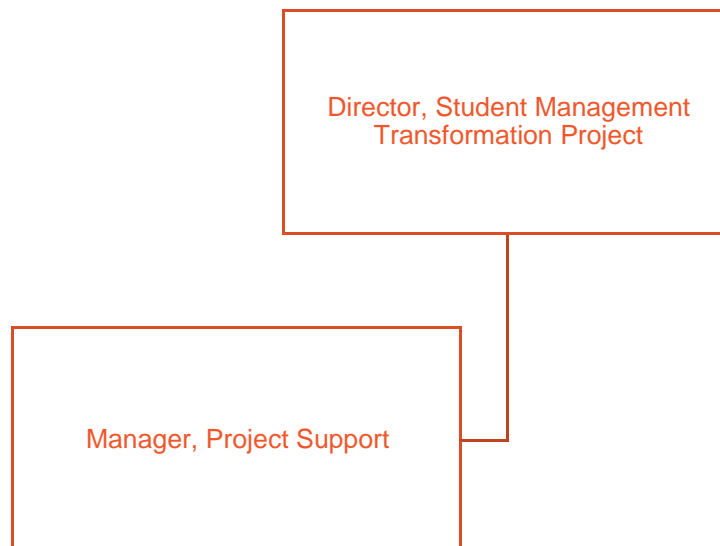
Division of Student Experience

The Division of Student Experience provides strategic leadership and delivery of innovative non-academic services across the student lifecycle, easing administrative burden and creating engaging and motivating touchpoints for students and stakeholders. The Division works across the University to bring together student experience functions for a seamless and engaging student journey from initial enquiry to becoming a proud alum. Student Experience is the first point of contact for students, advocating for the student voice and ensuring our students are at the centre of our thinking and processes. The Division works closely with the Chief Operating Officer, Deputy Vice Chancellor (Academic) and leaders of divisions, faculties and schools to map, understand and improve the end-to-end student lifecycle and is critical to ensuring that Charles Sturt delivers on its commitment to be Australia's leading regional university.

Student Management Transformation Project

The Division of Student Experience is embarking on a major business transformation by aligning and implementing a new student management system. This business-led approach will ensure that the student is at the centre of decision-making and that both students and staff benefit from radical process simplification and improvements. The Division is committed to ensuring core technology platforms and their users are connected for holistic and seamless student journeys, maximising interactions with platforms such as learning management and customer relationship management and empowering data-driven decision-making. The student management eco-system will create excellent and compliant student experiences that underpin student study journeys from application to completion, facilitating empathetic responsiveness and ease of transactions.

Organisational chart





Reporting relationship

This position reports to: Director, Student Management Transformation Project

This position supervises: NIL

Key working relationships

- Executive Director, Student Experience
- Director, Student Management Project Delivery
- Senior Change Lead
- Members of SMT Project team
- Key business leads and SMEs
- Division of Student Experience staff
- Delivery and Technology partners
- Project Steering Committee and other committees and working groups
- Risk and compliance
- Various other stakeholders as appropriate.

Position overview

The Manager, Project Support plays a key role in supporting the delivery of key business transformation and tangible benefits through the implementation of a new student management system that will contribute to a seamless user experience for students throughout their student journey. The role will provide project management, communications and executive and administrative support to the project group. Particular responsibilities will encompass stakeholder engagement and coordinating/supporting project deliverables, overseeing risk, compliance and reporting requirements to support the project to stay on track with agreed timelines and results in high impact outcomes.

Principal responsibilities

- Provide and lead support to the Student Management Transformation Project Team with planning and project management activities that supports collaborative work practices to ensure the success and desired impacts of the project that are align to the University's strategic objectives.
- Compile and respond to requests for information and resources by the project team, stakeholders and partners as required.
- Provide high level executive and administrative support for governance, operational and working group meetings as and when required.
- Maintain close and productive relationships with internal and external stakeholders to foster effective outcomes and results and plan and facilitate small group feedback sessions when required.
- Develop and maintain planning documentation to track and monitor progress and provide support to meet deadlines using strong high level written and verbal communication skills.



- Use the University risk and compliance frameworks to ensure the project is meeting its' risk, compliance and reporting requirements.
- Support the smooth adoption of the project by actively participating in change management initiatives and supporting the development of broader communication to a variety of stakeholders.
- 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.

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.
Present and communicate information	Speak clearly and fluently, express opinions, make presentations, respond to an audience, show credibility.
Analyse	Analyse information, probe for clarity, produce solutions, make judgements, think systemically.
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 university 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. Relevant degree, preferably at postgraduate level, with substantial relevant experience or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Ability to think strategically to provide analysis, advice and direction to support the Student Management Transformation Project's objectives and ensuring that project deliverables have high impact and alignment with the university's strategic goals.
- C. Strong planning, organisational and communication skills with the demonstrated ability to manage competing demands and produce professional communications for all levels, including but not limited to visual presentations and key messages.
- D. Demonstrated strong interpersonal skills, including the ability to negotiate, influence and build relationships with a range of stakeholders, including senior management.
- E. Highly developed written and visual communication skills and experience conducting research, reporting and understanding compliance and governance frameworks.



● 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

