



Position Description

Talent Acquisition Officer

Leadership, Culture and Capability

Division of People and Culture

Classification	Level 5
Delegation band	Delegations and Authorisations Policy (see Section 3)
Special conditions	Nil
Workplace agreement	Charles Sturt University Enterprise Agreement
Date last reviewed	June 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:

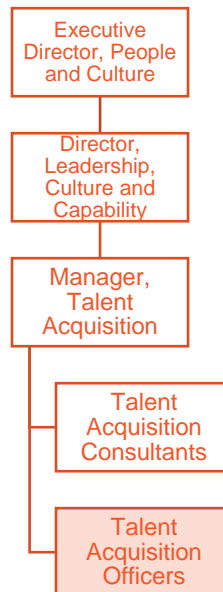
Our Students	<ul style="list-style-type: none"> • Commencing progress rate • Student experience
Our Research	<ul style="list-style-type: none"> • Research income • Research quality and impact
Our People	<ul style="list-style-type: none"> • Engagement • All injury frequency rate
Our Social Responsibility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



Division of People and Culture

The Division of People and Culture has a key strategic role in building institutional strength, reputation and sustainability at Charles Sturt University. The Division facilitates and supports the attainment of the University's strategic objectives through working in partnership with faculties and divisions to attract, retain and develop the staff required to meet business needs and by progressing leadership development, culture and change management within the University.

Organisational chart



Reporting relationship

This position reports to: Manager, Talent Acquisition

This position supervises: N/A

Key working relationships

- Hiring Managers
- Applicants
- Division of People and Culture staff
- External providers



Position overview

Talent Acquisition Officers contribute to an in-house recruiting team to deliver a strategically-aligned, future focused recruitment function that is responsive to changing market conditions and underpinned by principles of equity, diversity and merit. The team is responsible for the provision of an end-to-end recruitment service aimed at attracting suitable talent to the University.

Principal responsibilities

- Respond to telephone and email enquiries from employees and members of the public using a Customer Relationship Management (CRM) system to record responses and categorise to assist with data collection. Refer clients appropriately for specialist advice and support.
- Resolve problems and provide relevant and accurate advice to clients in relation to policy and procedure, and general information.
- Review team workload daily and collaborate with colleagues to ensure consistency of output to meet service requirements.
- Provide systems administration for routine aspects of the recruitment system and deliver first level technical support and advice to applicants, hiring managers and selection committee members.
- Build strong working relationships with stakeholders.
- Contribute to a culture of high-quality client service in the team, with a focus on candidate care.
- Provide feedback to unsuccessful applicants following shortlisting.
- Coordinate logistics and technical support for interviews.
- Refer appointees to relocation and immigration services.
- Advertise and conduct searches for appropriate casual staff for referral to hiring managers.
- Administer psychometric and ability tests.
- Maintain records in the University records management system, together with recruitment resources and web pages.
- Identify opportunities to improve recruitment policies and processes.
- Contribute to the development and delivery of divisional initiatives and support the University Strategy.



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.
Take action	Weigh up risks and make prompt decisions, backing ourselves and each other (delivery of strategies, projects).
Listen closely	Dig deep to understand others, using self-insight to build team spirit and recognise efforts.
Follow instructions and procedures	Follow procedures and instructions, time keep, show commitment, keep to safety and legal guidelines.
Cope with pressure and setbacks	Cope with pressure, keep emotions under control, balance work and personal life, stay optimistic, handle criticism.

Physical capabilities

The incumbent may be required to perform the following.

- 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. A relevant degree or equivalent and proven skills, knowledge and experience relevant to the role.
- B. Demonstrated experience interpreting and providing policy and procedure advice in a large and complex organisational environment.
- C. Strong technical proficiency and experience using multiple systems, applications and computer platforms to achieve work objectives.
- D. Demonstrated ability to successfully manage competing demands, meet tight deadlines and work under pressure, while maintaining a high level of accuracy and attention to detail.
- E. Strong written and verbal communication skills across a diverse range of stakeholders.



Brisbane

New South Wales

Dubbo

Port Macquarie

Orange

Bathurst

Sydney

Goulburn
NSW Police Academy

Wagga Wagga

Canberra

Albury-Wodonga

Wangaratta
Regional Study Centre

Victoria

Melbourne

● - Capital city ● - Campus location

