



Position Description

Manager, Student Connection

Division of Student Success

Student Skills and Engagement

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|----------------------------|---|
| Classification | Level 8 |
| Delegation band | Delegations and Authorisations Policy (see Section 3) |
| Special conditions | <p>Out of hours and weekend work required occasionally.</p> <p>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.</p> <p>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).</p> |
| Workplace agreement | Charles Sturt University Enterprise Agreement |
| Date last reviewed | 7 April 2022 |



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:

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| 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"> • All injury frequency rate • Engagement |
| Our Social Responsibility | <ul style="list-style-type: none"> • Underlying operating result • Community and partner sentiment |



Division of Student Success

Student Skills and Engagement

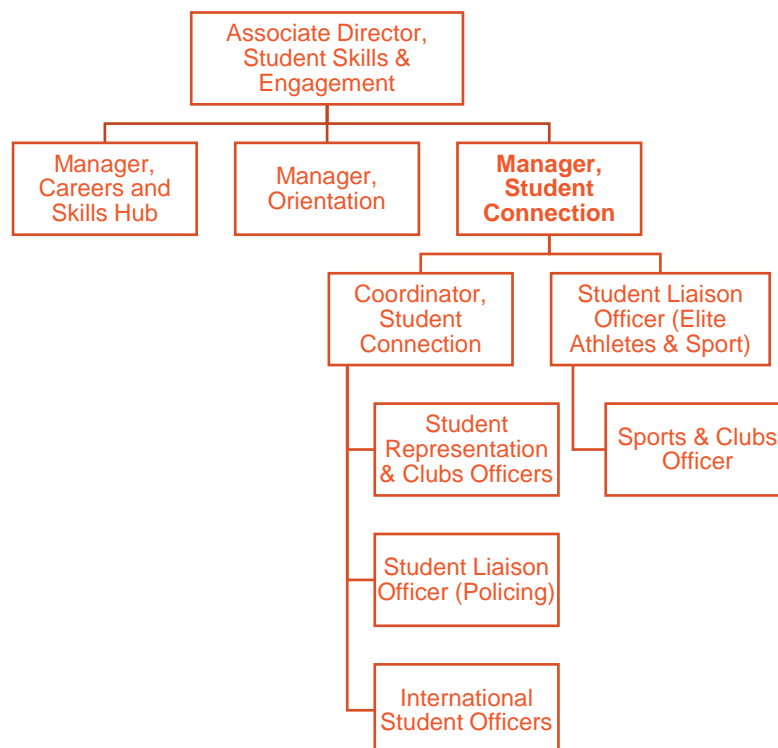
The Division of Student Success (DSS) supports students from all backgrounds to be successful in their studies at Charles Sturt University. Whether students study online or on-campus, whether they've just finished school or are mature age students, the Division sets them up for success early in their journey through educational programs in schools and a range of pathway and enabling programs. The Division supports students throughout their studies with a wide range of services, including support to First Nations and International students. Students are set up to succeed through the provision of opportunities for engagement, academic excellence and career readiness.

The Student Skills and Engagement unit is responsible for a range of functions that support students throughout the student lifecycle, starting with assisting students transitioning into university, supporting their engagement and skill development while at university, and guiding them as they transition into Industry. These functions are organised into four teams: Orientation, Academic Skills, Student Representation and Engagement, and the Careers and Skills Hub.

The Academic Skills team supports students in developing academic learning and digital literacy skills, and the Careers and Skills Hub supports students in developing employability skills. The Academic Skills team provides students with all the resources and support they need to be successful in their academic pursuits, regardless of whether they are studying online or on-campus. The Careers and Skills Hub has three key streams – professional skills development, career support and mentoring. Both areas provide support to individual students through appointments and self-help resources, and group support through open workshops or skill development workshops and resources embedded within course curriculum.

The Student Connection team creates an inclusive student community with a focus on providing all students, regardless of their mode of study, with the opportunity to build connections with their peers, with staff and with the University. The Orientation team coordinates orientation and onboarding programs across the university as well as supports the development and approvals for student-led events.

Organisational chart





Reporting relationship

This position reports to: Associate Director, Student Skills and Engagement

This position supervises: Coordinator, Student Connection
Student Liaison Officer (Elite Athletes and Sport)

Key working relationships

- Our students
- Student Skills and Engagement teams
- Division of Student Success
- Division of Students
- Office of Global Engagement and Partnerships
- NSW Police Force Academy staff
- School of Policing Studies staff
- Student Senate, Student Representative Committees and Student Club Executives
- University Events team
- Student Communications team
- Web Office
- Office for Student Safety and Wellbeing
- Division of Library Services
- Charles Sturt Faculty and School staff
- Division of Learning and Teaching
- Division of Student Administration
- Charles Sturt Divisions, Offices and Centres staff



Position overview

The Manager, Student Connection is responsible for creating an inclusive student community with a focus on providing all students (regardless of their mode of study) with the opportunities to build social connections with their peers, with staff and with the University.

The role provides leadership to a team that engages different cohorts of students, such as international students, elite athletes, and policing students; assists students to develop their leadership capabilities by providing opportunities for all students to be engaged in University decision-making through the Student Voice Framework and student representation; and enhances student life through providing governance and oversight of student clubs and volunteering activities.

The Manager is responsible for facilitating genuine student partnerships across Charles Sturt University, where students can actively participate in the University's decision making through Student Representation opportunities on issues which shape their educational experience. The Manager enables and empowers students to build connections and a sense of belonging through the vast number of Charles Sturt University Clubs, sporting and social activities. The role also oversees the support to international students and elite athletes in optimising their experience at Charles Sturt University.

The Manager liaises across academic and professional areas of the University to ensure a one-University approach and align work practices to the University strategy. The Manager is responsible for the capture and analysis of both qualitative and quantitative data with high quality reporting that supports the wider Division of Student Success and provides training to ensure our staff can deliver an excellent student experience.

The position is accountable for planning and managing resources and activities of the Student Connection team. Ensuring the Division is compliant with University and government regulations and policies related to international and domestic students is a key responsibility. The Manager is expected to interact professionally and knowledgeably with stakeholders across the university on behalf of the Division and will lead cross-discipline projects and represent the area on committees and working parties as required.

Principal responsibilities

Work collaboratively with Faculties, Divisions, university staff and our students to:

- Lead an efficient, proactive, capable and agile team and ensure all activities maintain a clear student focus and contribute to an improved student experience, consistent with University policies, procedures and strategic initiatives.
- Lead the enhancement of student capacity to engage in governance and decision making structures, quality assurance and partnership at all levels of the University and develop robust structures for effective student representation and leadership.
- Coordinate the development of a range of resources, including online resources, which educate and inform student leaders and elected representatives on their responsibilities and enables their capability with relevant and appropriate skills.
- Ensure the Division is compliant with University regulations, TEQSA requirements, legislation and policies related to students, including provision of compliance coordination for international student orientation, adherence to Education Services for Overseas Students (ESOS) National Code Standards and specific requirements for international students.
- Utilise extensive knowledge and understanding of relevant University policy and Rules, and actively contribute to the review of policy, procedure and processes, and participate in the implementation of improvements.



- Be accountable to develop, implement, evaluate and report on proactive services and strategies that support Charles Sturt students' success at University, including appropriate referral services.
- Oversee the provision of appropriate advice in relation to student engagement with University rules and regulations, and ensure the Student Connection team remain focussed on its defined priorities.
- Maintain current and expert knowledge of issues affecting the university and industry best practice and be able to translate these into operational plans and priorities for the Student Connection team.
- Ensure appropriate use of CRM, accurate recording keeping and archiving processes are followed.
- Actively engage in the broader working and achievement of the goals of the Student Skills and Engagement unit, 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.
- 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.

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| 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). |
| Network | Bring people together and build relationships that deliver desired benefits and outcomes. |
| Lead and supervise | Set directions and standards, delegate, motivate, empower, develop others, recruit talent. |
| 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. |

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. A degree with substantial extension of theories and principles, normally requiring at least 8 years of relevant graduate experience; or a range of management experience; or postgraduate qualifications with relevant experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Extensive skills and experience in financial management and budgeting; as well as experience in leading high performing, efficient, student focussed, capable and agile teams in accordance with compliance requirements and organisational values.
- C. Proven high level planning, analytical, problem-solving and organising skills and experience in high quality service delivery, the development of appropriate performance and evaluation measures with the ability to interpret and ensure compliance when applying policy, rules and regulations.
- D. Strong interpersonal, communication, collaboration, stakeholder management, influencing and negotiation skills with experience in identifying, understanding and resolving opportunities for improvement, and commitment to quality assurance, including the capacity to develop and maintain strong partnerships with stakeholders.
- E. Demonstrated ability to develop, deliver and evaluate governance models, high quality online and physical resources for students, and provision of effective student leadership training.

Desirable

- F. Experience in the tertiary education sector, including awareness of international student compliance.
- G. Unrestricted motor vehicle driver's licence, class C.

