



Position Description

Manager, First Nations Success Initiatives

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 8

Delegation band Delegations and Authorisations Policy (see Section 3)

Special conditions

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 7 am-7 pm band

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)*.

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.

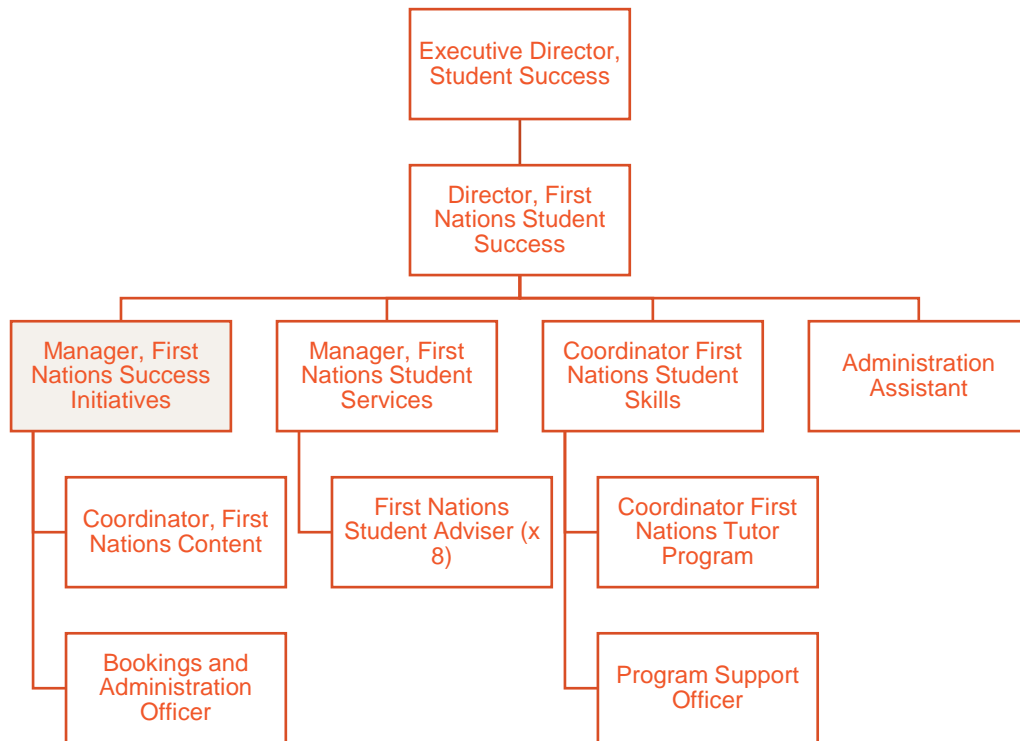
First Nations Student Success

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: Director, First Nations Student Success

This position supervises: Coordinator, First Nations Content
Bookings and Administrative Assistant

Key working relationships

- Director, First Nations Student Success
- Manager, First Nations Student Services
- First Nations Student Success staff
- University Department of Rural Health
- Faculty and School staff
- Brand, marketing and communications teams
- Division of Students



Position overview

The Manager, First Nations Success Initiatives will provide expert leadership, advice, and support to the University, regarding initiatives that contribute to outstanding First Nations end to end pathways and outcomes, aligned to the First Nations strategic sub-brand.

The position leads a team and fosters collaboration with other teams, to effectively implement digital strategies and face to face activities to engage with First Nations networks in relation to success initiatives. This includes First Nations Success Initiatives targeting youth and mature age pathways; social media; liaison with employers/sector peak bodies; and customised course-based initiatives.

Principal responsibilities

- Effectively lead and manage the development, implementation and evaluation of targeted end to end strategies and activities across the student lifecycle, in response to First Nations student insights and in accordance with agreements made with Schools/Faculties, aligned to the First Nations strategic sub-brand
- Analyse external stakeholder priorities to identify opportunities to develop customised learning experiences, workforce development and/or pathways for First Nations peoples
- Lead the development, implementation and evaluation of First Nations student insight strategies, and provide expert advice in response to analysis and interpretation of student insight data
- Lead strategic and operational planning and management of performance within the areas of responsibility and contribute to broader strategic planning activities.
- Effectively liaise with and influence internal and external stakeholders within the areas of responsibility to achieve outcomes and contribute to strategic direction and resource planning.
- Work collaboratively with Faculties, Schools and Divisions to enhance First Nations pathways, access, customised support, and post-study pathways in identified priority courses.
- Manage all funds and resources allocated to, and activities associated with the Away from Base program and any other relevant funding programs, in ways that ensure that practices and processes are appropriate and compliant with relevant regulations, policies and guidelines.
- Contribute to a high performing First Nations Student Success team, nurturing a respectful, trusting and collaborative environment.
- Undertake other duties as 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).
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.
Influence	Create compelling arguments to persuade others and promote ideas that add strategic value.
Lead and supervise	Set directions and standards, delegate, motivate, empower, develop others, recruit talent.
Formulate strategies and concepts	Work strategically, set strategies, have vision, think broadly about the organisation.

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond the base locations, such as other campuses, as well as possible car and air travel and work with a diverse range of staff, students and community members.
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driving 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. 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 with the 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.
- 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 experience in leading service design and/or delivery by effectively managing stakeholder relationships, leveraging financial resources and considering customer/user experience
- E. Highly developed interpersonal and communication skills, including collecting and analysing data, excellent writing and presentation skills, and the ability to lead and influence a team and diverse stakeholders to achieve quality outcomes and meet deadlines.
- F. Demonstrated understanding of design thinking.

Desirable

- G. Experience in the adult/tertiary education sector

