



Position Description

School Executive Support Officer

School of Dentistry and Medical Sciences

Faculty of Science and Health

Classification	Level 5
Delegation band	Delegations and Authorisations Policy (see Section 3)
Special conditions	N/A
Workplace agreement	Charles Sturt University Enterprise Agreement
Date last reviewed	January 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 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">• All injury frequency rate• Engagement
Our Social Responsibility	<ul style="list-style-type: none">• Underlying operating result• Community and partner sentiment



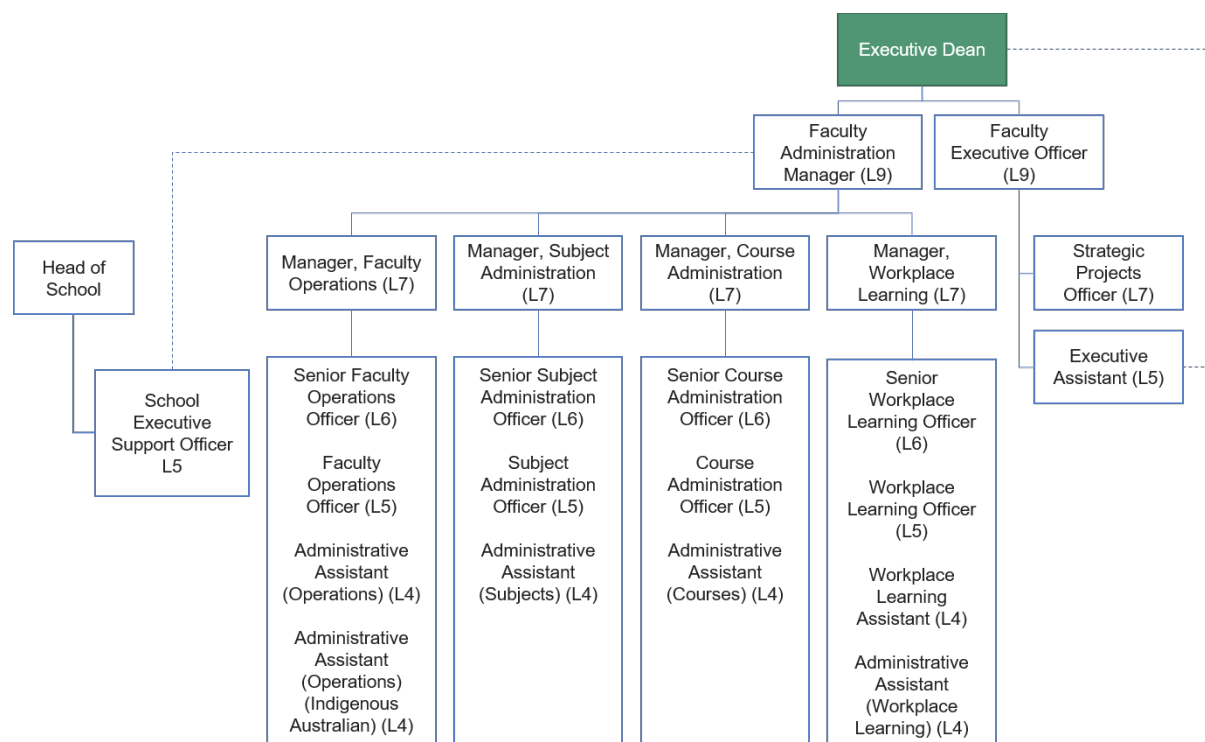
Faculty of Science and Health

The [Faculty of Science and Health](#) has more than 9000 students and over 500 staff dedicated to advancing scientific knowledge. It delivers flexible and innovative teaching programs designed to produce job-ready graduates for a diverse range of professions. As a leader in strategic and applied research the Faculty aims to enhance and extend scientific knowledge, train, and educate future researchers as well as provide scientific solutions to current regional, national and global challenges. The staff and students of the Faculty achieve their educational and research goals through ethical practice, professional collaboration, industry involvement and a commitment to continual improvement. The Faculty is involved in teaching and research over a wide range of areas, including: Agricultural and Wine Sciences, Biological Sciences, Veterinary and Animal Sciences, Dentistry, Medical Radiation Science, Pre-Hospital Care, Allied Health, Nursing, Midwifery and Indigenous Health, Human Movement Studies, Environmental Sciences and Medicine.

The Faculty is comprised of a Faculty Office, five Schools, the Three Rivers University Department of Rural Health, teaching/research laboratories and a number of commercial clinics. The majority of our teaching and research activity is undertaken within the Schools. The clinical enterprises, which include dentistry clinics, allied health clinics and veterinary clinics, generate revenue and provide a significant clinical experience opportunity for our students. The Faculty Office is responsible for ensuring that the entire Faculty operates cohesively and efficiently and is developed in accordance with the strategic objectives of the University.



Organisational chart



Reporting relationship

This position reports to: Head of School (dotted line to the Faculty Administration Manager)

This position supervises: N/A

Key working relationships

- Students
- School and Faculty Leadership
- School and Faculty Academic Staff
- Faculty Administration Teams
- Faculty Finance Officer
- Divisions and Officers of the University



Position overview

The School Executive Support Officer (SESO) works closely with the Head of School and Faculty Administration Manager to ensure that the operations of the School and Faculty demonstrate sound practice and process, and that they are compliant with overarching University policies and procedures. The position assists the Head of School and Manager, Faculty Operations Team in the planning and execution of administrative processes, communications in relation to activities of the School and ensures the effective running of the Schools administrative functions between the Head of School and the Faculty Administration Teams. As a member of the Faculty Administration Team, the School Executive Support Officer provides support to other areas of the Faculty as required.

Principal responsibilities

- Support operational functions through the provision of timely information and support to the Students, Heads of Schools, Academics and Faculty Leadership
- Contribute to the creation of an environment of continuous improvement through the identification of process/procedure improvements and identifying ways of exceeding internal and external customer expectations
- Provide professional administrative support to the Head of School and School Leadership to facilitate their leadership and management of the School. Professional support may be required, for example:
 - a) Managing the Head of School's diary;
 - b) Arranging meetings and required communication support;
 - c) Managing correspondence;
 - d) Preparing agendas and minutes for committees and working parties, and effecting follow-up action as required;
 - e) Arranging seminars and functions;
 - f) Drafting and forwarding communications to staff within the School;
 - g) University system administration, where appropriate (for example, Fast, Unimarket, Promaster, Banner, Exam Management System (EMS), Subject Availability Listing (SAL), Course and Subject Information Management System (CASIMS), Academic Workload Manager (AWM), Web Kiosk etc.
- Assist the Faculty Managers and Head of School to implement University and Faculty strategies and initiatives
- Support the communication between Head of School and Students, Academic Staff, Divisions and Faculty Administration Teams by acting as a point of liaison and coordination to ensure the effective running of the School's administrative functions
- Assist the Head of School in the planning and scheduling of meetings with staff related to induction, probation, annual employee development and review, and promotion
- Support the Faculty Administration Teams as required (e.g. graduation, data processing, orientation etc.)
- Provide reception services, respond to or triage enquiries from students, the general public and the media in accordance with University protocols and refer complex enquiries to the appropriate staff member for attention



- Monitor, analyse and report on the School's budget to the Head of School, for example:
 - a) Look up account codes and balances
 - b) Assist the coordination of the School's budget according to Faculty and University budgetary guidelines
 - c) Assist with the line item analysis within the School budget
 - d) Assist with the assets maintenance monitoring
 - e) Assist with travel plan reviews
 - f) Assist with financial transaction processing including ledgers, purchase and supplier maintenance
- Provide information to Faculty Office and Faculty Administration Teams as requested, and coordinate with colleagues in other Schools as required
- Manage the organisation and access of the School's shared drive, facilitating the integrity of the information held and ensuring that School records are filed appropriately
- Administer building and equipment matters, including:
 - a) Maintenance requests (BEIMS);
 - b) Building and room access;
 - c) Office space usage records;
 - d) Purchase and maintenance of equipment and stationery
- Develop an understanding of University policies relating to administrative processes and be able to apply these in undertaking responsibilities
- Perform other duties 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).
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.
Adapt to change	Explore the reasons for change and be willing to accept new ideas and initiatives.
Follow instructions and procedures	Follow procedures and instructions, time keep, show commitment, keep to safety and legal guidelines.
Achieve personal work goals and objectives	Accept and tackle demanding goals, work hard, make the most of development opportunities, seek progression.

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.
- Possess the physical ability to carry out shelving duties, such as frequent bending, reaching/stretching, squatting and repetitive lifting.



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, normally 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 gained through any other combination of education, training and/or experience.
- B. Strong administrative and Microsoft office skills with demonstrated experience in managing competing demands and task prioritisation in a multi-faceted, regionally dispersed and changing organisational environment
- C. Excellent communication, interpersonal, customer service and negotiating skills appropriate for developing professional relationships with team members, staff and students, and external professionals
- D. Demonstrated ability to work independently, think analytically, problem solve and interpret and apply policy, guidelines and procedures

