

School and Community Outreach Coordinator

Office of Global Engagement and Partnerships

Classification	Level 7
Delegation Band	Delegations and Authorisations Policy (see Section 3)
Hours per Week	35
Special Conditions	After hours and weekend work is required at times
Nature of Employment	Fixed term
Workplace Agreement	Charles Sturt University Enterprise Agreement
Date Last Reviewed	22 August 2019

Our University Values



Our Core Competencies

Charles Sturt University (CSU) staff are expected to demonstrate the following competencies:

Set Direction and Deliver Results

- Creating and innovating.
- Delivering results and meeting customer expectations.
- Entrepreneurial and commercial thinking.

Collaborate with Impact

- Relating and networking.
- Working with people.
- Persuading and influencing.

Lead Self and Others

- Adhering to principles and values.
- Deciding and initiating action.
- Adapting and responding to change.

Office of Global Engagement and Partnerships

The Office is responsible for all global engagement matters, including:

- International education and Partnerships Strategy
- International relations, sector leadership and advocacy
- International student recruitment and marketing activities
- International Student Admissions
- International education quality assurance and compliance
- International and domestic partnership development and management; and
- Student mobility, including student exchange and short terms programs through the Charles Sturt Global program.

The Office provides expertise and a range of services to support the University in achieving goals associated with international education and partnerships. In meeting this responsibility, the Office collaborates with a global network of stakeholders. In addition, the Office works with all areas of the Charles Sturt community to develop a strong and integrated approach to business development, quality assurance, risk management, student mobility, marketing, and student recruitment.

Reporting Relationships

This position reports to: Centre Manager, Wangaratta Regional Study Centre

This position may at times supervise casual staff, alumni and CSU students working in support roles

Key Working Relationships

- External partners including education institutions, intermediaries and diverse community stakeholders
- CSU stakeholders responsible for CSU delivery (multiple within Faculties, Schools and Divisions)

Position Overview

The School & Community Outreach Coordinator contributes to the Charles Sturt Student and Community Engagement agendas, which are both integral to the Charles Sturt's Strategy 2020-2023.

This role will grow engagement, enrolments and revenue through the development, coordination and evaluation of school and community outreach events and activities in North East Victoria.

Involving student, teaching, parent and community stakeholders, events and activities will build aspirations, encourage engagement and provide information regarding the benefits of university education. They will also provide support information such as courses and scholarships available. The Coordinator will work closely with the Divisions of Marketing and Student Services to ensure consistency in message and branding.

The Coordinator will also undertake community development and industry engagement activities to build strong partnerships in North East Victoria consistent with the profile of CSU at Wangaratta; and support the Centre Manager with the ongoing operation and development of Wangaratta Regional Study Centre.

Principal Responsibilities

- Manage a portfolio work area and, under supervision, develop an operational plan involving on campus visits, school activities, events and other community engagement and promotion activities, whilst liaising with the Divisions of Marketing and Student Services to ensure alignment.
- Develop and strengthen relationships with targeted schools and communities in North East Victoria, maintaining networks with relevant stakeholders (schools, TAFE, local councils, industry & community)
- Develop, deliver and monitor a variety of workshops, resources, activities and events to support the outreach program, maintain supporting resources and equipment.
- Establish procedures to ensure project outcomes are aligned with strategic organisational goals, and evaluate effectiveness regularly, identifying and implementing improvements and new opportunities.

- Support the Centre Manager in reviewing competitor activity in the region, including recruitment strategies, entry requirements, development of new courses and enrolment patterns.
- Actively contribute to a team environment that fosters and develops internal and external collaboration, cooperation and trust, maintaining effective working relationships that deliver positive results.
- Represent the Centre Manager and University at selected events targeting students and community.
- Other responsibilities appropriate to the classification as required

Physical Capabilities

The incumbent may be required to:

- Work in other environments beyond the school such as other campuses as well as possible car and air travel. It will include work with a diverse range of staff, students and community members.
- On occasion drive a university vehicle distances up to 500kms per day within the terms of the University's Driving Hours Guidelines and Policy available at <https://policy.csu.edu.au/document/view-current.php?id=184>.
- At times, perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kgs.
- The position may require attendance at careers markets and expos where the incumbent will be required to stand for extended periods.
- Ability to travel, involving overnight stays, is a component of this role.

Selection Criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. A degree, normally with 2 or more years subsequent relevant experience to consolidate the theories and principles learned; or extensive experience (eg., an Associate Diploma with at least 4 years subsequent relevant experience), leading to either the development of specialist expertise or to the development of broad knowledge, in technical or administrative fields; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Experience in the development and delivery of secondary or tertiary educational programs, community development and/or industry engagement activities
- C. Excellent interpersonal and communication skills with well-developed presentation skills
- D. Demonstrated ability to work effectively with diverse stakeholders in multi-disciplinary teams
- E. Exceptional planning and time management skills with demonstrated initiative and independent problem solving to achieve desired outcomes
- F. A high level of computer, digital and social media literacy

Information for Prospective Staff

Your Application

E-recruitment is the method by which CSU manages its recruitment processes and it is preferred that all applications be lodged using this method. Please refer to www.csu.edu.au/jobs/.

If intending applicants are unable to access this website, please contact the HR Service Centre on 02 6338 4884.

Staff Benefits

CSU is committed to providing an employment environment that fosters teamwork, innovation, reflective practice, continual learning, knowledge sharing and opportunities for staff to achieve their full potential. CSU is committed to providing a flexible working environment that encourages employees to live a balanced lifestyle, combining work and family responsibilities.

To find out more: <http://www.csu.edu.au/jobs/working-with-us/benefits-and-rewards>.

Essential Information for Staff

- All employees have an obligation to comply with all the University's work health and safety policies, procedures and instructions and not place at risk the health and safety of any other person in the workplace;
- All employees are required to be aware of and demonstrate a commitment to the principles of equal opportunity in the workplace;
- All employees are to ensure the creation and maintenance of full and accurate records of official University business adheres to the University's Records Management Policies; and
- All employees are expected to undertake an induction program on commencement.

Further information regarding the policy and procedures applicable to Work, Health and Safety and Equal Opportunity can be found on the CSU website <http://www.csu.edu.au/division/hr/>.

Further information regarding the policies and procedures of CSU can be found in the CSU Policy Library at: <https://www.csu.edu.au/about/policy>.

The following links are listed from [CSU Policy Library](#) on relevant specific policies:

- [Code of Conduct](#)
- [Staff Generic Responsibilities Policy](#)
- [Delegations and Authorisations Policy](#)
- [Outside Professional Activities Policy](#)
- [Intellectual Property Policy](#)