



Country Universities Centre NORTH WEST

CUC North West opened to students in July 2019 and operates across two shires: the Narrabri Shire and the Moree Plains Shire. We are a free, state of the art study facility for anyone who is studying externally at any Australian university or RTO. We strive to offer our students the on-campus environment that they would ordinarily miss out on being an external student. We do this by offering our registered students access to quiet, dedicated study spaces and spaces for exams, high speed internet and technology, highly qualified and supportive staff, and breakout/collaboration spaces.

Since opening, we have supported over 500 students in the North West region to undertake their external studies. In Narrabri, we support, on average, 80-100 students each semester who are studying various degrees and courses at over 30 universities and RTO's.

Our student body is very diverse. We have students who are full time, students who are part-time, students who can only study on weekends and students who come home from campus for long weekends or during trimester 3. Our students are both school leavers and mature-aged and come from every imaginable background that you can think of. Some run businesses, others work, and some are full-time students. They are parents, grandparents, aunties and uncles. No two students share the same story and that's one of the best parts of being part of the CUC North West community.

CUC North West staff are passionate about our work and love to show off the achievements of our students and the Centre. We love to help. We are all genuine, approachable and free of judgement. Our staff are always willing to support everyone and take a proactive approach to our work and the supports we offer to our students. CUC North West staff understand how difficult it can be to study externally while juggling competing priorities such as family and work commitments.

Our Education Support Officer will work within the CUC North West team, and in collaboration with university partners, to deliver school outreach and widening participation activities to support local young people in their post-secondary aspirations. You will also provide a range of support strategies to offer learning skills to our students.



About the Role – Education Support Officer

Reports to Business Manager, CUC North West

Direct reports Nil

Award Higher Education Industry – General Staff – Award 2020

Employment Type Full time 2-year fixed term contract.

Level HEW 8.1

Purpose of the role

The Education Support Officer will work within the CUC North West team, and in collaboration with university partners, to deliver school outreach and widening participation activities to support local young people in their post-secondary aspirations. You will also provide a range of support strategies to offer learning skills to our students.

Primary Accountabilities

- Coordinate and operate outreach and widening participation programs in the Narrabri Shire to Increase local participation In Higher Education.
- Deliver outreach and widening participation programs In local schools In collaboration with university partners, community groups and local Industry.
- Engage with local schools to build strong working relationships between the CUC North West and partner universities to ensure successful and locally relevant widening participation activities.
- Drive continuous quality Improvement (CQI) through all widening participation activities with the support of the CUC Central evaluation team and university partners.
- Work collaboratively with other widening participation program coordinators across the CUC network to share best practice.
- Proactively engage with registered students and develop a systematic method of following up with students in alignment with the CUC’s wrap around support.
- Contribute significantly to the engagement, self-efficacy, wellness and retention of new students both during their transition to study and throughout their program of study.
- Offer a variety of supports to registered students including (but not limited to) one-on-one academic mentoring and other assistance with students registered with the Narrabri Centre in areas such as referencing, writing and assessment, study skills, wellness skills and assist students with workload planning, and time management.
- Be alert to students who may be struggling academically and/or personally, or otherwise at-risk and provide appropriate intervention and referral, in line with CUC protocols.
- Actively facilitate contact between students in Narrabri in similar fields of study to develop student networks and provide opportunities for industry collaboration where possible.
- Work collaboratively with the Centre staff to establish and maintain a supportive and collaborative student environment
- Report to the Business Manager weekly on our Learning Skills and Widening Participation programs, including achievements, challenges, and opportunities



Other Accountabilities

- Work with the Narrabri Manager and other Centre staff to implement and meet the relevant objectives of the CUC North West Strategic plan.
- Undertake and maintain good record keeping and reporting and attend staff meetings, professional development and/or other meetings as required.
- Liaise and cooperate with university student support systems and networks.
- Provide support for university programs offered through the Centre, as required.
- Engage with the CUC North West Narrabri students Facebook group, and when appropriate contribute relevant posts.
- When required, assist the Narrabri Manager to maintain existing stakeholder relationships and make introductions with new stakeholders within the Narrabri Shire.
- Contribute to the student newsletter, the development of blog posts, where required.

Selection Criteria

ESSENTIAL

- Completed undergraduate degree (preferred humanities, such as Education, Arts, Social Sciences, Linguistics or similar).
- Demonstrated proficiency in the use of digital technologies such as Word, Excel, Outlook.
- Excellent interpersonal and communication skills with the ability to connect with and engage with others on an individual level as well as consult, negotiate, problem solve and liaise with groups.
- Demonstrated capacity to work as part of a team and contribute to a positive teamwork environment.
- Strong organisational, communication, time management and organisational skills with the ability to prioritise workload and manage competing priorities to meet deadlines.
- Current NSW Drivers Licence, Working With Children Check (NSW).

DESIRABLE

- Previous experience in providing learning support to students.
- Experience coordinating activities with young people in an education environment.
- Ability to speak publically, make presentations, and coordinate activities with school students, parents, teachers, community groups and Industry.

Important information about this position

- From time to time this position may be assigned additional tasks within the employees skill level, competency, and experience, to meet operational needs.
- CUC North West has a mandatory closure over the Christmas/New Year period. Staff will be informed of actual closure dates in the last quarter of each calendar year.
- While CUC North West does not have a Covid-19 vaccination mandate in place, employees may be expected, as part of their normal duties, to attend on-site visits to workplaces and education facilities that may have implemented vaccination mandates.

