



About the Role – Centre Support Officer (Moree)

Reports to Business Manager, CUC North West

Location Moree

Award Higher Education Industry – General Staff – Award 2020

Employment Type Full time fixed term contract

Level HEW 3.1

Purpose of the role

The Centre Support Officer will work within the wider CUC North West team, to provide a high level of centre support to the CUC North West Moree hub and assist students with a student satisfaction driven approach.

Key Responsibilities

Operations and Administration

- Coordinate the daily operations of the Moree site as directed, including opening and closing, setup and maintenance of students spaces, meeting rooms, and communal spaces, general housekeeping, restocking consumable supplies, purchasing groceries, daily tidying, and the facilities are clean, tidy, and operational.
- Meet and greet all visitors who present to Centre reception and respond/refer accordingly to enquiries regarding the CUC North West facility.
- Monitor and collect media reporting that relates to the Centre.
- Ensure the smooth operation of room bookings, for both internal and external bookings.
- Oversee print credit sales and loading printing credit onto student accounts.
- Oversee the petty cash for the Centre.
- Undertake and maintain good record keeping and reporting and attend staff meetings, professional development and/or other meetings as required.
- Work with the Business Manager to implement and deliver the Board's strategic plan. Assist with the reporting on the Centre's achievements, challenges, and opportunities.
- When required, attend activities, meetings, and presentations with local groups in the Moree Shire to deliver key messages with the aim of increasing student registrations at the Moree Centre.
- Undertake any additional operational or administrative tasks required.



Working with Students

- Coordinate student data entry into the student database for student registration and assist with the registration and re-registration process for new and existing students at the Moree site, including induction, processing, filing, and systemically following up on potential leads and new enquiries.
- Work collaboratively with other CUC North West staff to establish and maintain a supportive and collaborative student environment and develop a systematic method of following up with students in Moree in alignment with the CUC's wrap around support.
- Actively facilitate contact between students in Moree in similar fields of study to develop student networks and provide opportunities for collaboration where possible.
- Proactively engage with students at the Moree Centre and systemically follow up on potential student leads.
- Be alert to students at the Moree Centre who may need appropriate support, in line with CUC protocols.
- Organise social events for registered students and events to attract new students.
- Undertake any additional student related tasks required.

Marketing and Social Media

- Manage and engage with the CUC North West Moree Facebook/Instagram page and Moree students Facebook group, encouraging registered students to join the group and systemically post relevant and engaging posts and sharing Centre updates.
- Compose and send a monthly student newsletter to the Moree student body and where required, contribute to the CUC North West website.
- Prepare student welcome bags and promotional materials.
- Assist with the design of social media marketing campaigns, strictly remaining within the CUC marketing guidelines.
- Undertake any additional marketing and social media tasks required.

Other

- Regularly inspect the Moree facilities, maintain a risk register and act immediately to resolve issues or potential safety risks.
- Adopt and ensure Centre user compliance with all CUC Workplace Health and Safety policies and procedures as well as CUC North West policies, procedures, and risk assessments for the Moree site. Assist the Business Manager to develop new procedures and risk assessments, when required.
- Assist the business to maintain existing stakeholder relationships and make introductions with new stakeholders within the Moree Shire. Support ongoing collaboration with relevant local organisations, in the Moree Shire, when required.



Skills and Experience

Essential

- Demonstrated communication and time management skills.
- Ability to work independently on directed tasks.
- Demonstrated computer skills, including proficiency in Microsoft Office.
- Strong organisational and administrative skills and demonstrated ability to prioritise workload to meet deadlines.
- Demonstrated capacity to work as part of a team and contribute to a positive teamwork environment.
- High level of cleanliness and high attention to detail.
- Current (or ability to obtain prior to commencement) Working With Children Check (NSW), First Aid Certificate and NSW drivers licence.

Desirable

- Experience using the design program Canva.

Important information about this position

- This position is based at our Moree hub but may require occasional travel to our other CUC North West Centre or other locations for specific planned events.
- This position may be assigned additional tasks within the employee's 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 alignment with Fair Work requirements.
- 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.

