



About the Role – Education Support Officer

Reports to Business Manager, CUC North West

Location Moree

Award Higher Education Industry – General Staff – Award 2020

Employment Type Fixed term contract until 30 June 2026

Level HEW 8.1

Part time – 3 days per week (22.05 hrs/week)

Purpose of the role

The Education Support Officer will work within the wider CUC North West team, and in collaboration with university partners, to deliver a range of support strategies and learning skills to our current students

Key Responsibilities

Operations and Administration

- Work collaboratively with other CUC North West staff to establish and maintain a supportive and collaborative student environment
- 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.
- Assist with new student registrations and assist with the registration and re-registration process for existing students at the Moree site, including induction, processing, filing, and systemically following up on potential leads and new enquiries.
- 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.
- Assist with the design of social media marketing campaigns, strictly remaining within the CUC marketing guidelines.
- 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.
- Contribute to newsletters, reports and media posts, where required.
- Liaise and cooperate with university student support systems and networks.
- Undertake any additional operational or administrative tasks required.



Working with Students

- Work collaboratively with other CUC North West staff to develop and deliver widening participation programs in the Moree Shire.
- Work collaboratively with other CUC North West staff to engage with local schools to build strong working relationships with the CUC North West.
- 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 proactively 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 registered students 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 Moree in similar fields of study to develop student networks and provide opportunities for industry collaboration where possible.
- Provide support for university programs offered through the Centre, as required.
- Report to the Business Manager weekly on activities, including achievements, challenges, and opportunities.
- Undertake any additional student related tasks as required.

Selection Criteria

Essential

- Completed undergraduate degree.
- Demonstrated proficiency in the use of digital technologies such as Microsoft Office.
- 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, and time management skills with the ability to prioritise workload and manage competing priorities to meet deadlines.
- Current (or ability to obtain prior to commencement) Working With Children Check (NSW), First Aid Certificate and NSW drivers licence.

Desirable

- Post graduate study (completed or currently being undertaken)
- Previous experience in providing learning support to students.
- Experience coordinating activities with young people in an education environment.



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.

