



## POSITION DESCRIPTION – Centre Support Officer (Narrabri)

**Reports to** Centre Manager

**Employment Type** Full time

**Location** Narrabri

36.75 hours per week

### 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 Narrabri Centre and assist students with a student satisfaction driven approach.

### Key Responsibilities

#### Operations and Administration

- Coordinate the daily operations of the Narrabri site as directed, including opening and closing, setup and maintenance of student spaces, meeting rooms and communal spaces, general housekeeping, restocking consumable supplies, purchasing groceries, daily tidying, and ensuring the facilities are clean, tidy and operational.
- Meet and greet all visitors who present to the 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 the room booking system, 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 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 Narrabri site, including induction, processing, filing and systematically following up on potential leads and new enquiries.
- Work collaboratively with the other Narrabri staff to establish and maintain a supportive and collaborative student environment and develop a systematic method of following up with students in Narrabri in alignment with the CUC's student services guidelines.
- Actively facilitate contact between students in Narrabri in similar fields of study to develop student networks and provide opportunities for collaboration where possible.
- Proactively engage with students at the Narrabri Centre and be alert to students 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 Narrabri Facebook/Instagram page and Narrabri 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 student newsletter to the Narrabri student body.



- 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.

### Reporting and Meetings

- Undertake and maintain good record keeping and reporting and attend staff meetings, professional development and/or other meetings as required
- Work with the other Narrabri staff to implement and deliver the Boards strategic plan. Report to the Manager on the Centre's achievements, challenges, and opportunities.
- When required, attend activities, meetings and presentations with local groups in the Narrabri Shire to deliver key messages with the aim of increasing student registrations at the Narrabri Centre.
- Undertake any additional reporting or meeting tasks as required.

### Other

- Regularly inspect the Narrabri 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 Narrabri site. Assist the 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 Narrabri Shire. Support ongoing collaboration with relevant local organisations, in the Narrabri Shire, when required.

### Selection Criteria

- 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.

### Important information about this position

- This position is based at our Narrabri Centre 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.
- 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.

