



POSITION DESCRIPTION

Position:	Manager, Student Systems
Work Area:	Student Services
Classification:	Level 9
Supervisor:	Associate Director, Student Business Services

VISION

To become Australia's premier regional university.

MISSION

Enriching our regions, connecting with our communities and creating opportunities for all.

VALUES

At UniSC we will:

- Advocate for equitable access to education and knowledge
- Recognise and embrace diversity and inclusion
- Champion environmental sustainable principles and practices
- Commit to fair and ethical behaviour
- Respect our people, our communities, and their potential
- Be accountable to ourselves and each other
- Strive for excellence and innovation in all that we do

OVERVIEW OF STUDENT SERVICES

Student Services is headed by the Academic Registrar and Director, Student Services and is part of the portfolio of the Deputy Vice-Chancellor (Academic) who is responsible for setting the vision and strategic direction for the UniSC student experience, student success and retention. Student Services strives to provide a positive, transformational experience for all UniSC students and has a broad brief to deliver key initiatives and services that support students to succeed with their studies, thereby becoming lifelong learners and job ready graduates. Student Services is comprised of three sections, each headed by an Associate Director: Student Business Services provides administrative and academic support to core university functions including admissions, credit assessments, timetabling, enrolments, student finance, scholarships, progressions, graduations, and student systems. Student Experience provides UniSC-wide multi-channel student enquiry management, a business improvements team, as well as centralised student communications and orientation coordination for the university. Student Engagement & Success provides student learning, support and development services including wellbeing, disability support, careers, and employability, learning advice and student success.



PRIMARY OBJECTIVES OF THE POSITION

1. Enhance the UniSC student and staff experience of student services at UniSC by leading innovation, process improvement and automation across key student systems (including but not limited to the Student Management System, Timetabling System, CRM, and Student Portal) and related business processes. Ensure compliance with relevant legislative and reporting requirements, and alignment with operational and strategic plans.
2. Effectively lead and manage a team of business analysts and system support staff to maintain, develop and continuously improve student systems and processes (including request management, business and functional analysis, requirements definition and specification, configuration, testing, reporting, and training).
3. Develop and oversee a prioritised roadmap of system and process improvements relating the delivery and support of effective student systems and services. Proactively engage with key University service users and IT to develop, inform, and oversee initiatives and projects which improve the student and staff experience, and business outcomes for UniSC.
4. Provide expert advice to key stakeholders, and provide support to the Associate Director, Student Business Services, and other senior staff within Student Services as required.

NATURE AND SCOPE OF POSITION

Under the broad direction of the Associate Director, the incumbent will provide leadership in designing, reviewing, evaluating, and improving systems and processes that support Student Services at UniSC. The role is responsible for leading liaison with key university stakeholders, including IT, and providing expert high-level advice on matters relating to student systems, data, and reporting. The role will be responsible for improving the student and staff experience, and business outcomes, by identifying and driving a program of improvement and automation across student services systems and processes. This position directly supervises a team.

KEY ACCOUNTABILITIES OF THE POSITION

1. Leads the Student System teams to develop, implement, support, and continuously improve systems and processes which support service excellence in Student Services.
2. Develops collaborative relationships with key stakeholders to maintain, develop and continuously improve systems and processes, ensuring that internal governance and external legislative requirements are met.
3. Oversees effective management and delivery of reporting, security profiles and system controls for UniSC's student information system, and related student systems.
4. Manages external relationships with vendors, suppliers, and user groups in relation to student systems.
5. Collects and analyses complex data to identify trends and issues and provides proactive evidence-based recommendations and advice on student data and systems.
6. Represents Student Services in sector networks and internal forums and committees as required.



7. Undertakes other duties within the range of skills commensurate with this position to support the evolving needs of the Student Services directorate and University.
8. Contribute to a positive and safe work environment for you and others, by modelling and promoting conduct that is culturally capable, inclusive, respectful, and ethical.

KNOWLEDGE SKILLS AND EXPERIENCE NECESSARY

Applicants need to demonstrate they meet the following **Selection Criteria**:

1. Postgraduate qualifications and relevant experience, or extensive relevant management experience in a higher education setting, or an equivalent combination of relevant experience and/or education and training.
2. Proven successful leadership of student system improvements and major projects, including success in improving outcomes for users and the organisation. Demonstrated skills and knowledge of business and functional analysis, demand management, documentation, testing and implementation.
3. Demonstrated experience in leading and managing staff and developing high performing, highly engaged, teams.
4. Evidence of applying professional judgement, problem-solving and analytical skills to make informed decisions and proactive recommendations to senior colleagues.
5. Well-developed communication skills with experience of acting as a lead source of advice, and in influencing and negotiating with colleagues to achieve positive outcomes.
6. Demonstrated knowledge of the Higher Education sector including contemporary issues, and legislation relating to student and academic administration.
7. A comprehensive understanding of student systems, data, and reporting requirements.
8. Experience of acting as System Owner and managing supplier relationships. Experience of Peoplesoft Student/Oracle Campus Solutions will be an advantage.

Additionally, in accordance with UniSC's Staff Code of Conduct – Governing Policy, all staff are expected to display professional behaviour, communicate respectfully, and perform their duties responsibly.

The position holder may be required to work extended hours and travel on work related business. Opportunities for recreational leave may be restricted during peak periods.

A position description is not intended to limit the scope of a position but to highlight the key aspects of the position. The requirements of the position may be altered in order to meet the changing operational needs of UniSC.

UniSC is committed to creating a work and study environment that values diversity, facilitates equitable access and full participation.