**ACADEMIC SERVICES**  
Melbourne Graduate School of Education

## Senior Manager, Academic Services

<table>
<thead>
<tr>
<th><strong>POSITION NUMBER</strong></th>
<th>0044022</th>
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<tbody>
<tr>
<td><strong>UOM CLASSIFICATION / SALARY</strong></td>
<td>Senior Manager 1 – <em>attractive remuneration to be negotiated</em></td>
</tr>
<tr>
<td><strong>SUPERANNUATION</strong></td>
<td>Employer contribution of 9.5% or 17%</td>
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<tr>
<td><strong>WORKING HOURS</strong></td>
<td>Full Time (1 FTE)</td>
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<tr>
<td><strong>BASIS OF EMPLOYMENT</strong></td>
<td>Continuing</td>
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<tr>
<td><strong>HOW TO APPLY</strong></td>
<td>Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number. Indigenous applicants are encouraged to apply.</td>
</tr>
</tbody>
</table>

**CONTACT FOR ENQUIRIES ONLY**

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keryn.negri@unimelb.edu.au  

*Please do not send your application to this contact*

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For information about working for the University of Melbourne, visit our website:  
[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)
THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, Advancing Melbourne, at https://about.unimelb.edu.au/strategy/advancing-melbourne

MELBOURNE GRADUATE SCHOOL OF EDUCATION

The Melbourne Graduate School of Education (MGSE) fosters staff productivity, growth and engagement in a collective effort to enrich the contribution that education makes to society. We conduct research and teaching that leads to the transformation of education practice both within and beyond the profession. MGSE stimulates learning that enriches the potential of students from around the world, enabling meaningful careers and profound contributions to communities. We provide research leadership, setting the direction for high-impact, innovative and responsive research that addresses the pressing issues of our time. We lead purposeful engagement with society, sharing our resources and expertise as part of collaborative efforts to build a resilient, equitable and sustainable future.

ACADEMIC SERVICES

MGSE’s Academic Services team works to ensure MGSE students are supported in their courses, have opportunities to enrich their experience and are well positioned for successful careers.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University’s People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.
The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment.

ABOUT THE ROLE

Position purpose:

The Senior Manager, Academic Services reports to the Executive Director and works closely with the MGSE Executive providing leadership for the development and implementation of MGSE’s strategic objectives for student experience, transformative teaching, governance and sustainability.

The Senior Manager will be responsible for driving delivery of an outstanding educational student experience, from a prospective student’s initial engagement through to graduation. This includes overseeing the systems that support the delivery of services provided by MGSE, informing the planning and delivery of services provided through the University’s shared service arrangements, and working to provide an overall student experience that is comprehensive and integrated. This will include evaluation, monitoring and reporting on the quality and impact of MGSE’s teaching programs. The role includes overseeing the development of curriculum and accreditation engaging with both external and internal bodies as well as supporting workload planning and the recruitment of sessional teaching staff.

The Senior Manager will provide oversight to the effective day-to-day administration of MGSE’s enrolment (including scholarships), professional placements, student enrichment and wellbeing, timetabling, accreditation and curriculum management. The role will focus on provision of comprehensive support for MGSE’s undergraduate and graduate coursework students and work with other areas to support students in graduate research and custom programs.

The Senior Manager is a senior leader focused on the continuing development of a team which proactively identifies opportunities, realises high quality outcomes and maintains a clear focus on a quality student experience and program impact.

Working collaboratively with the Associate Dean Learning and Teaching and Program Directors, colleagues both within MGSE and across the University, particularly in Student & Scholarly Services, the Senior Manager ensures that MGSE’s operational requirements are met as part of the University’s shared services model, particularly for marketing, recruitment, admissions, student administration and infrastructure services.

The position will be responsible for the leadership, professional development and management of a team of approx. 25 ongoing and fixed-term staff including 6 direct reports’ plus additional casual staff. The incumbent is a member of MGSE’s senior management team and a member of a number of university-wide committees and working groups.

Reporting line: School Executive Director
No. of direct reports: 6
No. of indirect reports: 20 to 30
Direct budget accountability: 0

**Key Dimensions and Responsibilities:**

Task level: Significant
Organisational knowledge: Significant
Judgement: Significant
Operational context: Academic Division

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at [http://safety.unimelb.edu.au/topics/responsibilities/](http://safety.unimelb.edu.au/topics/responsibilities/). Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.

**Core Accountabilities:**

**Leadership and Management**

- Provide leadership to the Academic Services team, including setting direction and priorities, shaping a culture of continuous improvement, and actively managing performance and development.
- Effectively motivate, coach and manage staff to achieve goals, provide clear performance expectations and regular feedback, and ensure high performance of staff through appropriate development and leadership.
- Maintain a work environment that promotes collaboration, joint planning, and the sharing of knowledge.
- Actively contribute to MGSE and University committees and working groups, including the MGSE Learning and Teaching Committee, MGSE International Committee, MGSE Academic Programs Subcommittee, MGSE Graduate Student Advisory Committee, Student and Scholarly Services Business Advisory Group, University Communications and Marketing Leaders Group, advocating for best practice and quality service provision for MGSE and our students.

**Operational Management and Service Delivery**

- Contribute to annual business planning and budgeting for areas of responsibility and monitor and report on budget and other resource requirements, including advice on fee setting for coursework programs.
- Oversee the delivery of academic programs support including course and subject development and accreditation, Handbook and systems configuration, LMS support, timetabling, assessment and results.
• Oversee the management of workload planning systems and processes, including the academic workload model and the recruitment of sessional staff.

• Manage the student grievance, academic integrity and misconduct processes in line with University policies, providing executive support to panels, as well as liaising with and advising staff and students.

• Oversee the administration of curriculum development implementation for all graduate and undergraduate programs including the course and subject approval processes and oversee the quality compliance processes for all MSGE programs.

• Oversee the delivery of student enrichment services including professional placements and internships, professional development, wellbeing strategies and activities, club and society support, other co-curricular activities.

Continuous Improvement

• Develop and implement a performance reporting framework for the Academic Services portfolio, providing regular updates to the Executive and leadership team, including performance and monitoring of the student experience, course and subject performance, and identifying opportunities and strategies to improve outcomes.

• Oversee compliance and quality assurance management in line with requirements under the University’s risk management framework including OH&S, legislation, statutes, regulations and policies.

• Identify strategic and operational opportunities for improvement in the teaching and learning area, champion change and lead system and process improvements.

Stakeholder Engagement

• Work directly with MGSE leaders to champion and support change initiatives to support the development and delivery of high-quality services that reflect MGSE’s strategic priorities.

• Influence and work collaboratively with colleagues across the University to ensure high quality student-focused service provision is provided to MGSE in a shared services environment.

Selection Criteria:

Education/Qualifications
1. A relevant postgraduate qualification with extensive relevant experience in a similar position; or an equivalent combination of relevant experience and/or education/training.

Knowledge and skills
2. Demonstrated capacity to lead complex change and reform initiatives in the development and improvement of academic programs.

3. Demonstrated success leading the development of programs to enhance the student experience.

4. High level interpersonal and communication skills, with the ability to lead, direct and influence others, including a proven capacity to build and maintain effective and productive relationships with a wide range of internal and external groups.
5. Demonstrated ability to develop and align strategic and operational plans and establish and implement procedures and initiatives to enable delivery of plans.

6. Exceptional analytical, conceptual and problem-solving skills, including the ability to translate data into meaningful information in order to increase student experience.

7. Proven ability to effectively lead and motivate staff to deliver high quality, professional and timely services within budget and to prioritise workloads and identify appropriate staff development.

8. Proven planning, business development, change management and project delivery skills.

Desirable

9. Demonstrated understanding of the higher education environment including its strategic direction.

10. Experience in interpreting, applying, and developing university policy and an awareness of the University of Melbourne’s systems, including StudentOne.

Other job-related information:

- A flexible approach to working hours is necessary, as occasionally events are held outside normal office hours.
- Operational requirements in the Graduate School to meet cyclical deadlines may influence approval of annual leave.
- The incumbent will be required to receive and maintain a current Working with Children Check.