

Position description

Position title:	Manager, Student Development
School/Section/VCO:	Student Connect
Campus:	Berwick, Gippsland or Mt Helen Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 9 range
Employment mode:	Continuing appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Full-time
Recruitment number:	849026
Further information from:	Mr Jeremie van Delft, Director, Student Connect Telephone: (03) 5327 6436 E-mail: j.vandelft@federation.edu.au
Position description approved by:	Mr Jeremie van Delft Director, Student Connect

This position description is agreed to by:

Employee name

Signature

Date

The University reserves the right to invite applications and to make no appointment.

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

Original Issue: 01/11/2009
Current Version: 01/06/2017

Position summary

The Manager, Student Development reports to the Director, Student Connect and is responsible for the effective management of student engagement, personal and professional development activities, services and programs for on campus and online students. Student Development aims to positively impact student retention and success and employability outcomes. The services include:

- deliver University-wide, student led and partnered events, student activities and programs;
- foster community partnered events and activities leading to student development and employment outcomes;
- provide a comprehensive and innovative suite of training and development services to compliment the University's strategic imperatives e.g. Learning, Teaching and Success Plan;
- prepare students for employment readiness with program level implementation of programs and services;
- deliver careers advice and services to support the immediate and future employment needs of students; and
- facilitate opportunities for the University and students to partner with industry for skills development e.g. volunteering, internships and industry placement programs.

The Manager, Student Development will contribute to the University's *Student Retention and Success initiative and Learning, Teaching and Success Strategy*, and is responsible for providing advice to senior University staff and government agencies on issues of student engagement, career services and student development.

The Manager, Student Development is accountable for the management of the Student Development team in planning and delivery of all events and activities in Student Engagement, Student Development and Employability, and Community and Business across all Federation University Australia (FedUni) campuses and delivery platforms to achieve strategic employability outcomes.

The Manager, Student Development will work with internal and external stakeholders, to ensure that personal and professional skill development aligns with current labour market requirements and is embedded across Student Connect programs.

The Manager, Student Development, is a member of the Student Connect leadership team and will contribute to building opportunities to maximise the Directorate's impact and engagement with internal and external stakeholders.

Key responsibilities

1. Lead and manage a team of frontline support staff who provide a full suite of student development activities including engagement, career and employability of the student lifecycle including pre-arrival and orientation through to graduation and employment, covering social to professional engagement and development.
2. Strong collaboration with key University and community stakeholders to develop a suite of engagement and development offerings for students.
3. Develop and implement a University-wide operating model that simplifies and standardises student development offerings to ensure a consistency of program relevance and availability, achieving retention and success, employability and graduate outcomes that inspire students to participate and increase their engagement with FedUni.

4. Develop, implement programs and develop and inspire student's career aspirations that support social and professional engagement.
5. Develop models of practice that enable a broad range of contemporary program offerings to be easily accessed by students (on/off-campus), who have specific development objectives and desires.
6. Lead and manage Student Development Coordinators to deliver on strategic priorities within their teams and support their leadership skills to maximise service impact and business efficiency.
7. Establish feedback and review processes for all student development activity to measure value and outcomes.
8. Design and implement outcome focussed orientation and transition programs for new students that focus on improving the first-year experience and subsequent retention rates of students.
9. Work closely with the FedUni Alumni Office to establish student engagement programs that complement and interact with alumni groups and associations.
10. Lead the development, implementation, monitoring, and continuous improvement review of service delivery, industry standards, policies and procedures relevant to Student Development.
11. Foster a high-performance culture within Student Development, promoting a shared vision of service goals, collaborative setting of team and individual goals and expectations, attention to performance problems and other issues
12. Provide advice, information and analysis to internal and external stakeholders which supports strategic priorities to ensure compliance with policies, professional regulatory and legal requirements including the professional standards set by the Careers Industry Council of Australia.
13. Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
14. Undertake the responsibilities of the position adhering to:
 - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Manager, Student Development works under the broad direction of the Director, Student Connect and works with a considerable degree of autonomy and will manage the Student Development strategies across the University.

The Manager, Student Development, is located in the Student Connect Directorate and will provide management and leadership to staff in the Student Engagement; Student Development; Business and Community teams by setting goals and objectives with measurable performance outcomes.

The Manager, Student Development requires a thorough understanding of the obligations under the following:

- Student Services and Amenities Fee (SSAF); and
- Careers Industry Council of Australia.

The Manager, Student Development requires knowledge of legislative and regulatory requirements, including, but not limited to, the Disability Discrimination Act (1992) and the Education Services for Overseas Students (ESOS) Acts.

Training and qualifications

Completion of postgraduate qualifications (ideally in Careers Education and Development or a related field) and extensive relevant management experience or extensive management experience and proven management expertise; or an equivalent combination of experience and/or training.

The Manager, Student Development requires a thorough understanding of the co-curricula and careers theory and practice, and will be required to develop and maintain knowledge of educational methods, including online delivery platforms, pedagogy, recruitment and industry trends.

Position/Organisational relationships

The Manager, Student Development will work closely with other areas within Student Connect, as well as CLIPP, FedUni Living and academic staff. The ability to effectively develop and maintain working relationships with relevant employers, professional bodies, and industries is also a key requirement of this position.

The Manager, Student Development will also contribute to university boards, committees and working parties in areas including, but not limited to, student engagement, retention and success, employability and careers.

The Manager, Student Development reports under the broad direction of the Director, Student Connect and has relationships with:

- School staff in both Higher Education and TAFE sectors.
- Other areas of Student Connect.
- Facilities and Campus Life directorates.
- Public relations and the Engagement portfolio.
- CLIPP.
- ITS.
- Marketing and Communications / Public Relations.

The Manager, Student Development is a member of the Student Connect Senior Management team.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of a postgraduate qualification in Careers Education and Development (or similar), with extensive management experience; or extensive management experience and proven management expertise; or equivalent combination of relevant experience and/or education/training.
2. Demonstrated ability to operate as part of a collaborative leadership team and provide high quality input into processes and decisions that have a significant impact on the quality of the student experience.
3. Proven experience at a senior level in overseeing the delivery of student development and career services preferably in a tertiary environment or within a similar complex organisation/public service.
4. Demonstrated ability to effectively lead teams in service delivery through clear strategic planning, and efficient use of human and financial resources in a results orientated, customer focused environment.
5. Demonstrated ability to communicate complex concepts, develop and maintain relations with key internal and external stakeholders.
6. Demonstrated experience and proven ability in the management of staff, the resolution of conflict, the ability to develop a positive work environment and to support a team to achieve targets.
7. Demonstrated communication, interpersonal, negotiation and organisational skills including high levels of confidentiality, diplomacy and integrity.
8. Demonstrated alignment with the University's commitment to child safety.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.