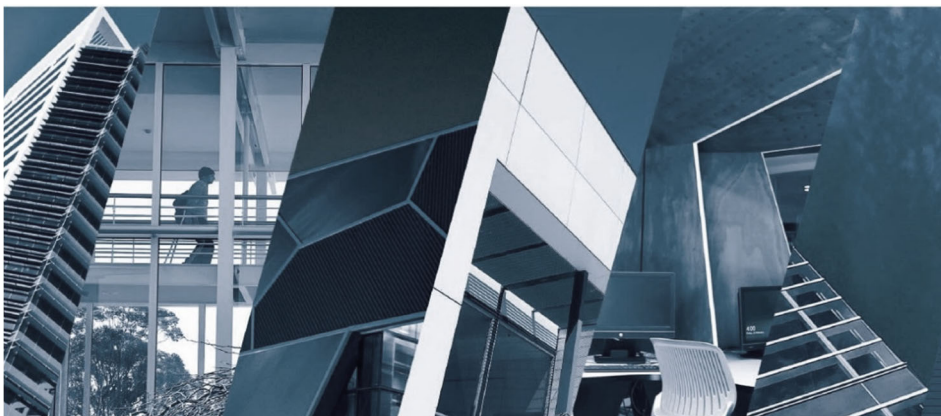


Position Description



Position title:	Manager, Student Advocacy
School/Directorate/VCO:	Student Experience and Administration Services (SEAS)
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 7 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Teresa Tjia, Dean of Students and Registrar Telephone: 0438 895 428 Email: t.tjia@federation.edu.au
Recruitment number:	850662

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

Directorate

The Student Experience and Administration Services (SEAS) Directorate is led by the Dean of Students and Registrar and is part of the Deputy Vice-Chancellor Academic portfolio. The Directorate oversees the provision of services across the whole student lifecycle from inquiry to graduation. It includes student engagement, employability, equity, wellbeing, student advocacy, learning and academic skills, as well as student administration services, and contact centres. The Directorate works collaboratively across the University and has close links with external stakeholders including employers, industry groups and the community.

Position summary

Student Engagement, Employability and Advocacy is a team within the Student Experience and Administration Services (SEAS) directorate which aims to ensure that students have an excellent student experience and are successful in achieving their educational and personal goals. Student Engagement, Employability and Advocacy comprises three teams: Careers and Employability, Student Engagement, and Student Advocacy.

The Manager, Student Advocacy is responsible for leadership, development and implementation of the Student Advocacy Team which will ensure that students have advice and support in addressing issues of concern which may inhibit their progress with their studies.

This service will provide enrolled students of the University with access to Student Advocates to ensure that students understand their rights and responsibilities and are supported in navigating the policies and processes that exist to support resolution of complaints and other issues in a timely and effective way. This will include advice and support to students in relation to University legislation, policies and codes of conduct covering complaint handling (bullying, harassment and grievance), student discipline, academic matters (plagiarism, assessment and student progress) and internal appeal processes.

The position is also responsible for providing advice during policy reviews in relation to the operation and impact that policies have on students. The Manager, Student Advocacy will contribute to the continuous improvement processes at the University with accurate and quantifiable data and student feedback.

Key responsibilities

1. Lead the Student Advocacy Team at the Federation University in accordance with the provisions provided by the Federal Government in the Student Services, Amenities Representation and Advocacy Guidelines.
2. Continuously monitor and improve the Student Advocacy service to provide best practice student advocacy information and service to the University community in general and students in particular, and in doing so ensure compliance with quality assurance and other relevant legislative and policy requirements of the university.
3. Liaise closely with various stakeholders within the University (including the University's Legal Office, Student Senate, Student Support staff, Equity staff, and HE Schools and TAFE) to facilitate objectives of the position and to provide input into the continuous improvement of University legislation and policies.
4. Effectively plan and manage the operations of Student Advocacy Team resources, including staff, budget and facilities, to ensure the Student Advocacy Team proactively and successfully delivers its services and programs.
5. Act as an advocate and maintain a case load of students, both in the establishment phase and when the service is established.
6. Maintain a register of complaints and other issues dealt with through the Student Advocacy Service and their outcomes (where known). Contribute towards the development of a University-wide Complaints Management System
7. Provide regular reports and briefing papers to the Senior Manager, Student Engagement, Employability and Advocacy on Student Advocacy Team activities including work priorities and statistical analyses of complaints and recommendations to facilitate continuous improvement, informed decision-making and planning.
8. Collaborate with Legal and Equity offices in relation to training they provide to staff who take on student contact roles e.g. for reporting harassment, grievance processes, and supporting staff training regarding maintaining confidentiality and privacy when dealing with student issues.
9. Any other duties as directed, commensurate with the scope and classification of the position.
10. Reflect and embed the University's strategic purpose, priorities and goals 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>.

11. 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 Advocacy works with a high level of independence under the broad direction of the Senior Manager, Student Engagement, Employability and Advocacy. The Manager, Student Advocacy supervises the Student Advocacy Team.

The Manager, Student Advocacy has overall responsibility for provision of the Advocacy Service and for planning and reporting against established goals and targets. They will be accountable for recruitment, induction, professional development, supervision, work planning and review of staff.

The Manager, Student Advocacy will use a variety of problem-solving techniques to address complex and challenging issues relating to the student issues. The incumbent will be required to respond to relevant issues with creativity, sensitivity and resourcefulness with a high degree of confidentiality, tact and discretion. Direct liaison with the Dean of Student and Registrar would be appropriate for any confidential matters as required.

The Manager, Student Advocacy will be required to exercise a high level of judgement and strategic decision-making skills in developing the Student Advocacy Team and in making recommendations about the direction of the service, the goals and KPIs to be achieved and ensuring achievement of the goals once set. A high level of judgement is required in relation to assessment of complex and sensitive issues, requiring a high level of confidentiality, and in enacting or recommending appropriate actions.

The Manager, Student Advocacy requires a thorough understanding of the Policies and Procedures of the University, and in particular those that relate directly to students. They will also require an understanding of the provisions of the Education Services for Overseas Students (ESOS) legislation in relation to their work with international students.

The Manager, Student Advocacy will work closely with the Legal Office at the University as well as with staff in Academic Services, Equity and Equal Opportunity, and Student Support areas.

The Manager, Student Advocacy will ensure that the Student Advocacy Team is managed within set budgets and is responsible for staff within the team.

The Manager, Student Advocacy will work with students to enable them to have their issues resolved in an appropriate and timely manner.

They will provide advice and recommendations to the Senior Manager Student Engagement, Employability and Advocacy on changes to Government or University policy which may impact on students to ensure that appropriate advice and information is readily available for policy and planning purposes.

They will prepare draft policy, procedures, papers and submissions on matters relevant to students to facilitate informed decision-making and planning.

They will capture data related to the student experience and complaint handling within the university which will have relevance to other areas of the university including ESOS compliance and Legal Office requirements.

Training and qualifications

A relevant degree with at least four years subsequent relevant experience or extensive experience and management expertise in technical or administrative fields or an equivalent combination of relevant experience and/or education/training.

Position and Organisational relationships

The Manager, Student Advocacy reports to the Senior Manager, Student Engagement, Employability and Advocacy and is a member of the Student Engagement, Employability and Advocacy Leadership team. The Manager, Student Advocacy supervises the Student Advocacy Team and manages the provision of the Student Advocacy services for all Federation University students and provides information and liaison regarding student issues for partner provider students. The Manager can refer matters directly to the Dean of Students and Registrar on confidential basis as required.

The Manager, Student Advocacy will provide referrals to other services within the University including counselling, equity, medical and welfare staff in relation to personal impacts of their identified issues.

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. A relevant degree with at least four years subsequent relevant experience or extensive experience and management expertise in technical or administrative fields or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated ability to plan, manage and deliver a range of comprehensive, diverse, high quality services across multiple campuses.
3. Demonstrated experience in the delivery of continuous improvement and high-quality customer service to enhance the student experience.
4. Demonstrated knowledge and experience in the delivery of student focused advisory, information, advocacy services and referrals.
5. Demonstrated ability to manage and develop staff and provide positive leadership to support staff in achieving quality and timely outcomes
6. Demonstrated communication skills including written, presentation and verbal communication skills, including the ability to write policies, procedures, guidelines and reports.
7. Demonstrated interpersonal skills, including liaison, consultation, negotiation and conflict resolution skills with a wide range of people.
8. Demonstrated ability to work with students and staff in complex policy areas that require sensitivity and confidentiality.
9. Good understanding of, and preferably experience in, the application of quality assurance policies and procedures, and other relevant legislative and policy requirements applicable within the tertiary education system.
10. Demonstrated alignment with the University's commitment to child safety.

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

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.