STUDENT FINANCE OPERATIONS MANAGER

DEPARTMENT/UNIT: Student Finance Services
FACULTY/DIVISION: Student and Education Business Services
CLASSIFICATION: HEW Level 9
DESIGNATED CAMPUS OR LOCATION: Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The Portfolio of the Chief Operating Officer and Senior Vice-President is responsible for the University’s administrative portfolio, which includes the majority of the University’s internal and infrastructure support services and the link between the University and associated organisations. The portfolio ensures the effective integration of people, buildings and technology drive to support the University’s objectives.

Student & Education Business Services (SEBS) delivers a suite of essential administrative services to faculties and students that support education activity and ensure university compliance with regulatory and reporting frameworks. These services align with key milestones in the current student lifecycle and allow students and academics to focus on teaching, learning and research.

POSITION PURPOSE

The Student Finance Operations Manager leads the Student Finance Operations Unit in the delivery of effective financial accounting and operational management of student related financial functions; including fees, loans, Overseas Student Health Cover (OSHC), foreign aid programs and sponsorships. This includes managing a range of strategic and operational activities including the provision of expert high-level advice and process implementation in accordance with University needs, ensuring the delivery of efficient and effective student focused services.

The position provides leadership to the Student Finance team in the delivery of high-level, professional services and provides expert advice at both strategic and operational levels to ensure compliance with accounting guidelines and the auditing requirements of the University and Victorian Auditor General’s Office.
**Reporting Line:** The position reports to the Associate Director, Student Finance under broad direction with a considerable degree of autonomy

**Supervisory Responsibilities:** This position provides direct supervision to 4 staff and oversees a team of approximately 10 staff

**Financial Delegation:** Yes, in accordance with the University delegations schedule

**Budgetary Responsibilities:** Not applicable

### KEY RESPONSIBILITIES

1. Contribute to strategic planning and the achievement of business unit and University goals as a member of the management team
2. Lead and manage the operation of complex administrative and technical functions relating to the delivery of student finance services involving significant resources, in accordance with University policies, procedures and strategic priorities
3. Lead and develop a highly-trained, motivated and efficient team with a strong customer focus
4. Lead and manage a work environment of continuous review and improvement of business practices, operational processes and service provision including leading change management and performance improvements to achieve high level compliance, efficiency and best practice business operations
5. Direct programs of research and analysis in relation to student finances, including making recommendations and coordinating regular high level business reporting
6. Lead and manage significant strategic projects, large scale review and development of policy and procedure, and complex compliance and quality processes including provisioning support for annual financial audits conducted by internal and external auditors
7. Manage and oversee risk, compliance and quality assurance processes for the functions managed, including regular monitoring and reporting in accordance with University and legislative requirements
8. Develop and maintain strong partnerships with sponsors, government, Monash College, contractual partners and University stakeholder groups, including provision of expert advice
9. Demonstrate leadership in relation to the strengthening of digital literacy within Student and Education Business Services by maintaining currency with latest technological changes and encouraging a flexible and adaptable mindset within the relevant business area

### KEY SELECTION CRITERIA

#### Education/Qualifications

1. The appointee will have:
   - postgraduate qualifications in accounting and extensive, relevant experience; or
   - extensive management experience and proven management expertise; or
   - an equivalent combination of relevant experience and/or education/training

#### Knowledge and Skills

2. Proven record in delivering and overseeing the full range of financial management responsibilities in a large, complex organisation, including financial reporting, analysis and auditing investigative skills
3. Excellent management and customer service skills with proven ability to strategically manage and provide authoritative technical and policy advice at a high level
4. Outstanding planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines in a large, complex organisation
5. Significant staff management experience with the ability to motivate and develop a high-performance team committed to excellent customer service
6. Highly developed analytical and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver positive, innovative solutions
7. Superior interpersonal and communication skills with the ability to build successful relationships, influence, negotiate and achieve consensus at senior levels
8. Advanced digital literacy skills with a proven ability to identify opportunities and lead the implementation of new technologies and foster a culture of flexibility and adaptability during periods of change
9. Demonstrated experience using SAP or similar financial management systems and student management systems such as Callista

OTHER JOB RELATED INFORMATION

● Travel to other campuses of the University may be required
● There may be a requirement to work additional hours from time to time
● There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.