ACADEMIC SERVICES MANAGER

DEPARTMENT/UNIT            Arts Academic Services
FACULTY/DIVISION            Faculty of Arts
CLASSIFICATION             HEW Level 8
WORK 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.

Monash Arts is one of the largest, most diverse and dynamic arts faculties in Australia, with particular strengths in the humanities, performing arts, languages and social sciences. We encourage the development of innovative studies that operate at the intersection of traditional academic disciplines. The Faculty delivers programs via eight schools and across six campuses, both in Australia and offshore, with courses ranging from undergraduate diplomas and degrees through to postgraduate coursework and research degrees. Monash Arts is justly proud of the research capacity of its staff, who work at the cutting edge in their fields and carry this expertise and enthusiasm into their teaching. To learn more about Monash Arts, please visit our website: artsonline.monash.edu.au.

The Associate Dean, Education (ADE) portfolio covers strategy, policy, and funding relating to education. The Arts Academic Services team is responsible for supporting the Faculty to pursue the goals of the University’s Better Teaching, Better Learning (BTBL) Agenda and to achieve its own education goals. Its functions include course and unit development, enhancement and evaluation; education quality and compliance; coordinating the offering of courses and units; and teaching support which includes learning management systems, UGM and assessment and teaching related support.

All professional teams work together to provide an integrated, responsive and streamlined professional service to support the Faculty’s strategic objectives.

POSITION PURPOSE
The Academic Services Manager is responsible for providing leadership and management of the Academic Services team to support teaching-related and assessment administration and services for the Faculty’s undergraduate and graduate coursework programs; and the provision of support and advice to staff in relation to education quality, compliance and course and unit development and evaluation. The Academic Services Manager is responsible for
coordinating proposals and submissions for course and unit development and maintaining accurate records of same; this includes contributing to submissions for the accreditation of courses and units.

All staff in the Faculty are expected to contribute to work across the Faculty and participate in cross-functional project teams.

**Reporting Line:** The position reports to the Senior Manager operations, under broad direction, working with a degree of autonomy

**Supervisory Responsibilities:** This position provides direct supervision to 2 staff and is responsible for a team of 16 staff

**Financial Delegation:** Not applicable

**Budget Responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

1. Lead and develop a highly-trained, motivated and efficient team with a strong customer focus to ensure delivery of high quality, strategic, client-focused academic support services; directing a work environment of continuous review and improvement of business practices, operational processes and services, in line with University best practice, policy and procedure

2. Provide expert advice to staff on a range of teaching and learning matters, including course development, compliance matters, government requirements, teaching and learning resources (eg Moodle), ensuring that information on the Faculty intranet is readily accessible, comprehensive and accurate

3. Lead and coordinate the Academic Services team to ensure course and unit-level compliance with Faculty and Monash University policies through Callista, CUPID and CourseLoop and provide advice on education matters

4. Manage the provision of teaching and associated administrative support for chief examiners and teaching staff, including the development and preparation of unit and course materials and the execution of examination administrative requirements

5. Lead the administrative management of examination and course results including preparation of reports for the Board of Examiners and Postgraduate Board of Examiners

6. Manage and coordinate the maintenance of the Faculty’s internal course accreditation

7. Oversee online education and e-Assessment systems, including quality control, consistency of use of systems across the Faculty and making recommendations on technology and educational innovation to the Associate Dean Education

8. Provide adequate instruction, information, supervision and training for staff to perform their work in a safe manner

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - A relevant postgraduate qualification or progress towards a postgraduate qualification; or
   - extensive experience at senior management level within a complex management environment; or
   - an equivalent combination of relevant experience and education/training

**Knowledge and Skills**

2. Superior management skills with extensive, demonstrated experience in managing a diverse range of functions in higher education; including the ability to build effective, high performance teams
3. Highly developed interpersonal and verbal communication skills with the ability to prepare background papers and reports on issues and proposals in relation to academic service delivery; and relate effectively with internal and external stakeholders

4. Proven interpersonal skills with the ability to establish, build and maintain effective working relationships and strategic alliances with internal, external and international stakeholders

5. Exceptional analytical, problem solving and conceptual skills with proven ability to adapt to new situations and develop innovative solutions to complex strategic and operational problems

6. Demonstrated leadership skills including the ability to lead and motivate staff, review performance and set priorities; along with extensive experience in change management and business transformation

7. Demonstrated knowledge of academic administration and of the Australian tertiary education sector, in particular, University systems and structures

8. High level computer skills including experience with contemporary business packages including the Microsoft Office suite and internet and online learning systems

9. Experience in the use of relevant student management systems, such as Callista, CUPID and CourseLoop is desirable

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

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.