GROUP MANAGER, ACADEMIC AND STUDENT SERVICES

DEPARTMENT/UNIT
Faculty Administration

FACULTY/DIVISION
Faculty of Engineering

CLASSIFICATION
HEW Level 10B

DESIGNATED CAMPUS OR LOCATION
Clayton campus

ORGANISATIONAL CONTEXT

There’s a certain feeling you get from working at Monash University. It’s the feeling that you’re a part of something special. Something significant. So if you’re looking for the next chapter in your career, it’s here. You’ll be given the opportunity to challenge yourself, build on your skills, and make a significant contribution to a workplace that’s filled with energetic and inspiring people. Talent thrives here – and so do truly satisfying careers. Discover more at www.monash.edu.

The Faculty of Engineering is renowned worldwide for the quality and calibre of our teaching, research and graduates. We offer a comprehensive range of undergraduate, graduate, postgraduate and higher degree by research programs in a wide range of engineering disciplines. Our research activities provide a platform for establishing a thriving educational enterprise and our staff are committed to creating a dynamic learning environment. The research activities range from fundamental studies to research with a strong applications orientation. To learn more about the Faculty of Engineering, please visit our website.

POSITION PURPOSE

The Group Manager Academic and Student Services is responsible for supporting the Faculty General Manager of Engineering. The Group Manager for Academic and Student Services provides leadership and management of the teams covering research support services, student services (coursework and HDR), student admissions, and executive services including governance, quality and accreditation.

The position has a close working relationship with, and plays a critical expert and trusted adviser role to, the marketing team and the Associate and Deputy Deans covering Education, Research, Graduate Research, International, and Student Engagement and manages projects covering these areas.

Reporting Line: The position reports to the Faculty General Manager with a high degree of autonomy under broad direction.
Supervisory Responsibilities: This position provides direct supervision to seven staff members, with approximately 34 additional staff indirectly.

Financial Delegation: The position has an authorised financial delegation of $50k.

Budgetary Responsibilities: Not applicable.

KEY RESPONSIBILITIES

1. Actively participate as a member of the Executive Team and contribute towards the Faculty’s and University goals.
2. Provide leadership and management to the Faculty on student services for undergraduate, postgraduate and PhD students, and working with colleagues across the university to implement best practice.
3. Provide leadership and management that delivers service to approximately 1000 HDR students.
4. Provide leadership and management of the research support services for staff.
5. Provide leadership and management of governance and quality, covering committees, compliance with relevant legislation in regard to academic and student services, and accreditation.
6. Manage the admission and enrolment of all students to meet targets whilst maintaining quality admission standards.
7. Assist the Deputy and Associate Deans to meet their specific faculty goals through the active development of strategic proposal for the Faculty’s Executive team and through managing projects.
8. Prepare background papers and reports as required on issues and proposals in the portfolio of Academic and Student Services.
9. Ensure the management of the preparation and update entries in student information systems and publications, and work with the General Manager for Marketing to ensure accuracy of course and admission information in marketing publications.
10. Work with the Faculty General Manager to design and implement improvements in the portfolio of the Group Manager, and contribute to University change programs such as Student First.
11. Ensure the compliance with legislative and university requirements in relation to academic and student services.
12. Develop and maintain strong relationships with central service teams, the Schools in Malaysia and across Engineering departments to ensure that their professional staff are strongly networked in regard to academic and student services.
13. Other duties as directed from time to time.

KEY SELECTION CRITERIA

Education/Qualifications

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

2. Extensive experience in managing a diverse range of functions in an academic setting including student services and academic and research services in a higher education or equivalent environment

3. Superior management skills with demonstrated acumen across the areas of academic and student services and the ability to build effective, high performance teams

4. Demonstrated leadership skills along with extensive experience in business transformation and cultural change and a capacity to influence at the senior level in relation to the University’s direction in the areas of academic and student services

5. Exceptional analytical and conceptual skills with proven ability to adapt to new situations and develop innovative solutions to complex strategic and operational problems. In addition, sophisticated verbal and written communication skills, including the ability to translate complex requirements in simple terms

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

7. Well-developed understanding of organisational dynamics, particularly in the higher education or equivalent environment

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
- A current satisfactory Working With Children Check is required

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.