**Position Description**

<table>
<thead>
<tr>
<th>Title:</th>
<th>Student Services Manager</th>
<th>HEW Level:</th>
<th>HEW 8</th>
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<tbody>
<tr>
<td>Faculty/Office:</td>
<td>Macquarie University International College</td>
<td>Position Number:</td>
<td></td>
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<tr>
<td>Department/Team:</td>
<td>Administration and Student Services</td>
<td>Date:</td>
<td>September 2017</td>
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**Position Purpose:** To manage the effective delivery and continuous improvement of student administration and support services for MUIC throughout the student lifecycle; and, manage the implementation of a comprehensive program of student engagement activities and communications.

**ORGANISATIONAL CONTEXT**

The Deputy Vice-Chancellor (Academic) is the chief academic officer of the University and is a member of the University Executive.

The DVC-A portfolio has a key role in overseeing the development of a balanced academic staff profile for the University as well as the capabilities of the academy and is accountable for the delivery of the student experience in relation to administration, wellbeing and engagement and providing the strategy, structure and resources to deliver a world class student experience both physically and virtually to all Macquarie students.

Macquarie University International College (MUIC) is part of the DVC-A portfolio. It provides students with an alternate pathway to a number of the University's undergraduate degree offerings.

Students can complete enabling studies which prepare them to enter the first year of selected degree programs. There are two enabling offerings: the Standard Foundation Program and the Intensive Program.

Alternately students can complete one of four Diploma programs in either Accounting, Commerce and Business Administration; Engineering; Information Technology; or Media and Communication. Successful completion of a Diploma enables students to enter the second year of selected undergraduate degree programs.

The Student Services team provide expert program advice, timely resolution of complex student matters and quality student administration service to students of the College. The team also plans and manages the student engagement program and student communications.

**ORGANISATION CHART**

- Director, MUIC
- Associate Director, MUIC – Administration & Student Services
- Governance Team
- College Administrators
- Student Services Manager
- 2 x Student Administration and Services Officers
- Team Leader – Student Services
- Student Engagement Coordinator
- 2 x Student Administration & Services Assistant
### Key Accountabilities

- Manage and lead with a considerable degree of autonomy the Student Administration & Services area which includes three distinct functions: Student Engagement; Student Support; and Student Administration.
- Research and benchmark industry best practice and developments in student administration, student support, and student engagement to ensure the currency of activities across all three areas.
- Plan and take the lead in liaising, consulting, and negotiation the development, modification and/or implementation of changes to student practices at the College leading to business improvements.
- Drive the development and implementation of the College student engagement program, ensuring alignment/coordination with the University’s engagement strategy/activities.
- Manage and oversee the provision of advice and support to students and staff on the College’s student administration systems, policies, procedures, and processes to enforce best practice.
- Apply high degree of industry knowledge and sensitivity to resolve complex escalated student cases; liaise with Campus Wellbeing to ensure effective case management.
- Lead, implement, manage, and review procedures for dealing with students at risk in collaboration with the Senior Academic Team and College teachers.
- Build and strengthen mutually beneficial relationship with internal stakeholders and external industry partners.
- Manage and coach a high performing and cohesive team.
- Manage data collection, analysis and reporting to the College Executive Team and Committees.
- Provide high level strategic advice to members of the College Executive Team on developments within the university and externally with regard to areas of responsibility.
- Work in collaboration with Macquarie International and Macquarie University Compliance teams to on the reporting of students to the Department of Immigration and Border Protections per ESOS legislative framework.
- Comply with relevant EEO and WHS regulations
- Perform any other duties as required and appropriate for this classification.

### Position Context

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<tr>
<th>Reports to:</th>
<th>Associate Director, MUIC – Administration &amp; Student Services</th>
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</table>
| Positions Reporting to: | Direct: 4  
Indirect: 2 |

### Key Direct Clients:
- MUIC Students
- Prospective students
- MUIC Academic Team
- MUIC Executive Team

### Other Key Relationships:
- Faculties/Departments
- MQ Student Lifecycle/Administration Team
- Student Connect
- Student Systems (SBSS)
- Campus Wellbeing and Support Services
- Macquarie International
- Campus Engagement
- University central offices (HR, OFS, IT, Property)
- External Industry Bodies and Universities

### Budget Accountability:
TBA

### Role-specific Conditions:
N/A

### Scope and autonomy
Develops and/or modifies organisation policies and manages special projects which require a high level of interpretation and subject matter expertise.

### Problem solving
Regularly develops or modifies policies to identify, develop and implement initiatives, processes, and programs which impact at an organisational level or within an area of specialisation.
# CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tr>
<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Assertiveness</strong>: Being willing to openly express ideas and opinions and justify these when questioned.</td>
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<td><strong>Service Focus</strong>: Making students, staff and key contacts and their needs a priority.</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</td>
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<tr>
<td><strong>Analysis and Judgement</strong>: Evaluating information and data to solve problems and make decisions.</td>
<td><strong>Initiative</strong>: Taking action, on own accord, to address problems and prevent them from reoccurring.</td>
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<tr>
<td><strong>Leading and Directing</strong>: Exerting influence in positions of authority, taking charge and directing the efforts of others.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<tr>
<td><strong>Delivering Outcomes</strong>: Holding high expectations for and pushing self and others to achieve at high levels.</td>
<td><strong>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Influence &amp; Persuasion</strong>: Gaining other people's buy-in and engaging support.</td>
<td><strong>Collaborative approach</strong>: Works effectively within a team environment.</td>
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<td><strong>Relationship Management</strong>: Establishing effective working relationships with internal and external partners.</td>
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### REQUIRED KNOWLEDGE

Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Postgraduate relevant qualifications and extensive relevant experience.
- Extensive management experience and proven management expertise.
- Understanding of how to develop, interpret, and apply internal and external policies and procedures.
- Understanding of Australian higher education systems and pathway.
- Understanding of student management systems and processes.
- Understanding of the international student market and cultural sensitivity.

### ACQUIRED KNOWLEDGE

Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of the University’s and the College’s functions and structure.
- Knowledge of the University’s and the College’s policies, systems, processes, and procedures.
- Knowledge of the University works and how relevant functions across the University interrelate and how they interact with the College.

### KEY EXPERIENCES

Practical experiences and exposure to specific environments or activities related to successful performance.

- Working in a higher education environment with experience of driving the implementation of student administration services and support.
- Working in a multi-faceted, complex organisation.
- Communicating complex information to a range of internal and external audiences.
- Coordinating/managing multiple projects simultaneously in the areas of administration, student support and student engagement.
- Developing and driving process improvements.
- Managing change and driving improvements in service delivery.
- Managing and coaching a high performing team.
- Internal and external stakeholder relationship management at a range of levels.
- Working in a culturally sensitive environment, including working with international students.