Position Description

Title: Orientation Program Manager
HEW Level: Level 8

Faculty/Office: Student Engagement and Registrar
Position Number: 0000043539

Department/Team: Campus Engagement
Date: July 2018

Position Purpose: To develop and manage a whole of lifecycle approach to student induction and orientation centring on university-wide coordinated programs and initiatives that supports the Executive Director, Student Engagement and Registrar’s portfolio to achieve its strategic objectives.

ORGANISATIONAL CONTEXT
The portfolio of the Deputy Vice Chancellor Academic oversees the strategic learning and teaching framework for the University and has overall responsibility for the planning, quality and delivery of education provided to Macquarie University’s undergraduate and postgraduate students.

Functions within the Office of the Student Engagement and Registrar promote good University and student governance and deliver student administration processes, systems and service from enrolment to graduation. It also promotes student welfare through the provision of student wellbeing services.

Campus Engagement focuses on deepening student participation and engagement with the University through providing advice and support to student publications and clubs, student volunteer programs. They are also the face of student accommodation.

ORGANISATION CHART

Manager, Campus Engagement
- Campus Engagement Administrator
  - Accommodation Coordinator
  - Student Diversity & Inclusion Team Leader
  - Campus Engagement Development Officer
  - Campus Engagement Development Officer
  - Orientation Program Manager
    - Program Officer (Mentoring)
    - Mentor Assistant
    - Project Officer – Orientation Program
### KEY ACCOUNTABILITIES

- Develop and implement best practice induction and orientation programs for the University to engage students including undergraduate, post-graduate and international students.
- Coordinate the different aspects of student orientation including O-Week and student induction.
- Develop comprehensive plans to project manage an end to end student orientation experience including communication and risk mitigation plans.
- Facilitate or lead aspects of program implementation, review and report on outcomes.
- Manage the delivery, design and continuous improvement of the Mentors Program to create an optimal student orientation experience.
- Monitor progress, review and report on outcomes with a view to continuously improve programs and initiatives.
- Draft portfolio briefs, reports, submissions and policies.
- Collaborate and build relationships with key stakeholders and suppliers within the portfolio, across the University and externally.
- Ensure orientation programs and initiatives comply with ESOS Act requirements.
- Contribute to the development of strategic and operational plans to achieve Campus Engagement goals and deliverables.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Manager, Campus Engagement</th>
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<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Direct: Program Officers (2), Administration Assistant&lt;br&gt;Indirect: Nil</td>
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<tr>
<td>Key Direct Clients:</td>
<td>Executive Director, Student Engagement &amp; Registrar&lt;br&gt;Pro Vice-Chancellor, International&lt;br&gt;Pro Vice-Chancellor (Learning &amp; Teaching)&lt;br&gt;Director, Campus Wellbeing and Support Services</td>
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<td>Other Key Relationships:</td>
<td>Marketing&lt;br&gt;Events and Domestic Protocol team&lt;br&gt;Campus Engagement&lt;br&gt;College Managers&lt;br&gt;Academic staff&lt;br&gt;Faculty &amp; Central Student Administration&lt;br&gt;Campus Life&lt;br&gt;Analytics&lt;br&gt;MQ students&lt;br&gt;Other external stakeholders and suppliers</td>
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<td>Budget Accountability:</td>
<td>$400,000</td>
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<td>Role-specific Conditions:</td>
<td>Working with children check clearance</td>
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<td>Scope and autonomy</td>
<td>Develops and/or modifies programs, processes, systems and/or policies that may impact University-wide projects, process improvements and/or initiatives.</td>
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<td>Problem solving</td>
<td>Draws on own knowledge, experience and expertise to identify, develop and implement new initiatives, processes and programs.</td>
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## Capability Framework

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

### Competencies

**Planning and Execution:** Managing time and resources to complete tasks and achieve objectives.

**Change Focus:** Adapting to new situations and dealing with change.

**Communication:** Effectively grasping and conveying ideas and concepts to others.

**Relationship Management:** Establishing effective working relationships with others.

**Analysis and Judgement:** Evaluating information and data to solve problems and make decisions.

**Improvement Focus:** Finding better ways of completing tasks or solving problems.

**Organisational Agility:** Navigating the University’s systems and structures to achieve objectives.

**Influence and Persuasion:** Gaining other people’s buy-in and engaging their support.

**Teamwork:** Working in collaboration with others to achieve shared goals.

### Attributes

**Perseverance:** Persevering despite obstacles to ensure tasks are completed.

**Flexibility:** Responding effectively to unexpected or changing circumstances.

**Reliability:** Meeting commitments and responsibilities.

**Interpersonal Impact:** Making a positive impression on others in a range of interpersonal contexts.

**Initiative:** Taking action, on own accord, to address problems and prevent them from reoccurring.

**Resilience:** Dealing effectively with and recovering quickly from setbacks or pressure.

**Accountability:** Assuming responsibility for making decisions and delivering agreed outcomes.
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<tr>
<th>REQUIRED KNOWLEDGE</th>
<th>KEY EXPERIENCES</th>
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<tr>
<td>Qualifications, technical and/or professional skills and information needed from day one for successful performance.</td>
<td>Practical experiences and exposure to specific environment or activities related to successful performance.</td>
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| • Degree or equivalent experience in public relations, communications, event management or related discipline.  
• Knowledge of project management principles and methodologies  
• Understanding of the Australian Higher Education sector  
• Awareness of cultural diversity and relevant student issues  
• Computer skills including Microsoft Office and internet. | Demonstrated experience in:  
• designing and delivering a range of events, programs or initiatives to diverse groups, particularly student groups  
• project management  
• building and managing relationships at all levels of the organisation  
• engaging stakeholders to actively support project goals.  
• managing a team  
• working in culturally diverse environments |
| ACQUIRED KNOWLEDGE |  
Organisational and/or professional skills and information to be developed within the first 3 to 6 months for successful performance. |  
• Knowledge of the Student Engagement and Registrar and Faculty functions and structure.  
• Knowledge of the Student Engagement and Registrar policies, systems, processes and procedures  
• Knowledge of how the University works and how relevant functions across the University interrelate. |