Position Description

<table>
<thead>
<tr>
<th>Title:</th>
<th>Team Leader, Student Connect</th>
<th>HEW Level:</th>
<th>HEW Level 7</th>
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<tbody>
<tr>
<td>Faculty/Office:</td>
<td>Executive Director, Student Engagement and Registrar</td>
<td>Position Number:</td>
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<td>Department/Team:</td>
<td>Student Connect, Student Administration</td>
<td>Date:</td>
<td>August 2019</td>
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Position Purpose: To coordinate and support the delivery of all Student Connect functions including the resourcing and operational requirements for Student Connect and to contribute to the delivery of the Student Success Framework.

ORGANISATIONAL CONTEXT

The Deputy Vice Chancellor Academic oversees the planning, quality and delivery of the Education experience provided to Macquarie University's students. The Office of the Executive Director, Student Engagement and Registrar within the DVC A portfolio has carriage of the MQ Student Success Strategic Framework, proactively supporting the academic, personal, social and professional success of students from admission to graduation. The functional areas are:

- **Student Administration** – maintaining an integrated service delivery model that supports comprehensive, connected services, and information for students throughout their life cycle, including knowledge management, frontline services, and communication.
- **Student and Academic Business Transformation** – deliver major organisational change to support student success and academic administration through the provision of strategic business advice, staff leadership, process reengineering and systems implementation projects.
- **Governance Services** – supporting Academic governance, compliance and effective and accessible student policies and procedures.
- **Student Life** – maintaining an engaging student experience and services that promote a sense of belonging, wellbeing, accessibility, retention and success.
- **Student Systems Transformation** – maintain, upgrade and integrate systems supporting student success, experience, administration and service.

ORGANISATION CHART

[Diagram of organisational structure]

Director, Student Administration
Manager, Student Connect
Team Leader, Student Connect
Student Connect Officers
Student Connect Assistants
**KEY ACCOUNTABILITIES**

- Under the direction of the Manager, Student Connect manage the day to day operation of Student Connect.
- In collaboration with the Manager, Student Connect and other Student Administration teams, review and coordinate the implementation of staff resourcing and operational requirements for Student Connect to ensure the provision of efficient and effective services and support for Macquarie students at all times.
- Assist the Manager, Student Connect in the implementation of the Student Success Strategic Framework in particular the Student Service Delivery Model.
- Set, drive and monitor high standards of service quality with Student Connect staff.
- Manage escalated and complex student issues to ensure a first point of contact resolution for student.
- Design, develop and deliver ongoing training and development initiatives for Student Connect staff.
- Collate, analyse and report on the relevant data for Student Administration services to identify and drives areas for improvements and potential risks.
- Identify trends and systemic operational problems in the service channels and implement student service focused solutions.
- Lead, motivate and develop a team of Student Connect Officers and Assistants.
- Liaise with key internal stakeholders, contacts across higher education and/or external agencies.
- Comply with relevant EEO and WHS regulations
- Perform any other duties as required and appropriate for this classification.

**POSITION CONTEXT**

| Reports to: | Manager, Student Connect |
| Positions Reporting to: | Direct: Student Connect Officer x 3  
Student Connect Assistant x 10  
Casual Student Connect staff  
Indirect: nil |
| Key Direct Clients: | MQ students and Alumni  
Transition & Retention Team  
EDSER management  
Student Administration teams  
Faculty student admin centres  
Student Life teams  
Future Students  
Macquarie International  
MUIC  
University Library |
| Other Key Relationships: | Finance  
Group Marketing  
Learning and Teaching  
Immediate team members  
External stakeholders as required |
| Budget Accountability: | Nil |
| Role-specific Conditions: | Shift work may be required  
Criminal history checks |
| Scope and autonomy | Develops and/or modifies programs, processes, systems and/or policies that may impact University-wide projects, process improvements and/or initiatives. |
| Problem solving | Draws on own knowledge, experience and expertise to identify, develop and implement new initiatives, processes and programs. |
## 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>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Communication</strong>: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<td><strong>Service Focus</strong>: Making students, staff, alumni and other 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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<td><strong>Relationship Management</strong>: Establishing effective working relationships with others.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Teamwork</strong>: Working in collaboration with others to achieve shared goals.</td>
<td><strong>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<tr>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Degree or equivalent experience in client service, business operations or relevant discipline.
- Understanding of working in a student focussed role, preferably within the tertiary sector.
- Understanding of Higher Education Administration and/or Student Services including understanding of university regulations and policies.
- Proficiency in a wide range of computer applications including Office 365 and the Microsoft Office Suite of programs.

### 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 University and Registrar’s strategic objectives
- Knowledge of Student Connect’s functions and structure.
- Knowledge of Student Connect’s policies, systems, processes and procedures.
- Knowledge of Student Administration policies, processes and systems.
- Knowledge of University policies, systems, processes and procedures and how to adapt these at the faculty/office level.
- Knowledge of how the University works and how relevant functions across the University interrelate.

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

- Strong client service experience in a fast-paced service environment.
- Excellent interpersonal and communication skills including the ability to communicate effectively with clients via phone, email and in person.
- Strong staff management experience in a high-volume customer service environment with demonstrated ability to motivate and develop others.
- Strong organizational skills with demonstrated ability to prioritise tasks, meet deadlines and maintain a high degree of accuracy.
- Strong analytical skills and experience in interpreting and reporting on data for service and process improvement.
- Working within a framework of governance and legislation.
- Demonstrated achievements in identifying and implementing process improvements across all service channels.