Position Description

Title: Student Administration and Operations Manager
HEW Level: HEW 9

Faculty/Office: MUIC-ELC
Position Number:

Department/Team: MUIC
Date: December 2019

Position Purpose: To manage the effective delivery and continuous improvement of student administration, operations, and student services for MUIC-ELC throughout the student lifecycle.

ORGANISATIONAL CONTEXT

All operational functions for both the Macquarie University International College (MUIC) and the English Language Centre (ELC) are performed by the Operations, Administration and Engagement Teams. Staff employed in these teams are responsible for general operations as well as governance and student services activities for both MUIC and the ELC.

MUIC provides local and international students with an alternative pathway to the University’s undergraduate degree offerings. At MUIC, students can complete a Foundation or Intensive program to enter the first year of a Macquarie University undergraduate degree, or a Diploma program to then enter the second year of a Macquarie University undergraduate degree.

The ELC prepares international students for university study through the delivery of English language and academic literacy programs. At ELC, students can study a Direct Entry preparation program, Academic English, General English or a Study Tour program as a stand-alone offering, or as preparation for university study.

MUIC and the ELC are fully integrated teaching units of the University.
### Key Accountabilities

- Lead and manage the MUIC-ELC Student Administration teams which includes three distinct functions: Student Administration; Student Engagement; and Operations.
- Plan and take the lead in liaising, consulting, and negotiation the development, modification and/or implementation of changes to student practices at MUIC-ELC leading to business improvements.
- Lead the development and implementation of the MUIC-ELC student engagement program, ensuring alignment/co-ordination with the University’s engagement strategy/activities.
- Oversee the provision of advice and support to students and staff on the student administration systems, policies, procedures, and processes to enforce best practice.
- Resolve complex student cases; liaise with Student Wellbeing to ensure effective case management.
- Lead, implement, manage, and review procedures for dealing with students at risk in collaboration with MUIC-ELC’s management and teaching teams.
- Oversee and improve the utilisation of MUIC-ELC facilities including teaching and learning spaces; working with key stakeholders to resolve timetabling issues.
- Manage and oversee all property/infrastructure and physical assets, including asset and resource procurement.
- Negotiate with and operate as the key point of contact for all central MQ services relevant to areas of responsibility.
- Develop and maintain a catalog of reports and data sources for all regulatory, management and operational reports.
- Manage and ensure compliance with all WHS policies and procedures and disaster recovery/critical incident response, ensuring all staff receive adequate and timely training.
- Manage data collection, analysis and reporting to the MUIC-ELC executive and Committees.
- Provide high level strategic advice to members of the Management 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

**Reports to:** Director MUIC-ELC

**Positions Reporting to:**
- Direct: 5
- Indirect: 10

**Key Direct Clients:**
- MUIC-ELC students
- MUIC-ELC Associate Directors
- MUIC-ELC professional staff
- MUIC-ELC teaching teams

**Other Key Relationships:**
- Faculties/Departments
- Macquarie International
- Future Students
- MQ Student Lifecycle/Administration Team
- Student Systems
- Student Wellbeing
- University central services (HR, OFS, IT, Property)
- External industry bodies and Universities

**Budget Accountability:** 120K

**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.

<table>
<thead>
<tr>
<th>COMPETENCIES Clusters of behaviours required for successful performance.</th>
<th>ATTRIBUTES Personal qualities related to successful performance.</th>
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<tbody>
<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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<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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<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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<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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<td><strong>Setting Expectations</strong>: Stating clearly what is expected from others, clearly expressing ideas, and maintaining a precise and constant flow of information.</td>
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<td><strong>Developing Capability</strong>: Coaching, mentoring, and supporting others to develop their competence and confidence for performance and growth.</td>
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**REQUIRED KNOWLEDGE**
Qualifications, technical and/or professional skills and information needed from day one for successful performance.
- Relevant graduate 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 MUIC-ELC’s functions and structure.
- Knowledge of the University’s and MUIC-ELC’s policies, systems, processes, and procedures.
- Knowledge of the University works and how relevant functions across the University interrelate and how they interact with MUIC-ELC’s.

**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 and operations, student 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.