## Position Description

<table>
<thead>
<tr>
<th>Title:</th>
<th>Manager Post Experience Academic Programs, City Campus</th>
<th>HEW Level:</th>
<th>HEW 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty/Office:</td>
<td>Faculty of Business and Economics</td>
<td>Position Number:</td>
<td></td>
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<tr>
<td>Department/Team:</td>
<td>Programs &amp; Pathways (Postgraduate)</td>
<td>Date:</td>
<td>March 2019</td>
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</table>

### Position Purpose:
To manage the academic program support for Post Experience Academic Programs located at the City Campus.

### ORGANISATIONAL CONTEXT
The Faculty of Business and Economics is one of Australia’s largest business and commerce faculties and the largest faculty within Macquarie University. The Faculty offers quality undergraduate and postgraduate business education and PhD programs which are accredited by relevant leading professional associations. There are six departments within the faculty; Marketing, Management, Economics, Applied Finance, Actuarial Studies and Analytics, and Accounting & Corporate Governance. The faculty is also home to the Macquarie Applied Finance Centre and the Macquarie Graduate School of Management post graduate programs. The faculty's areas of expertise extend to accounting, financial risk, workforce futures, ethics, sustainability, corporate governance, applied finance, management, demographics, applied economics and marketing.

The Manager Post Experience Academic Programs, City Campus, is responsible for the management of Academic Program support and related functions for post graduate programs located City Campus.

### ORGANISATION CHART

![Organisational Chart](chart.png)
### KEY ACCOUNTABILITIES

- Manage Academic Program support and related functions for post experience and post graduate programs (e.g. MBA, Applied Finance Centre) located City Campus with the aim of promoting high levels of student engagement and support.
- Manage, coordinate and plan all aspects of the post-work experience and postgraduate programs annual planning cycle and timetables for above courses.
- Manage the implementation and administration of new and existing post experience and post graduate programs, coursework programs and student administration policies and procedures.
- Lead program support and administrative staff teams to ensure responsive and effective service to all students, staff and visitors of the City Campus.
- Provide expert advice on complex and high-level enquiries relating to the student lifecycle, programs and activities.
- Provide expert advice and support to the Associate Dean, Programs and Pathways (Postgraduate) in the development, implementation and review of academic programs e.g. effective program delivery such as timetabling, student support etc.
- Liaise with the faculty portfolios (CE, Research, BESS) MQ offices (Property) and building management to ensure the delivery of events and training consistent with the service delivery of the City Campus.
- In conjunction with the FBE Facilities team and MGSM Ltd hospitality staff, oversee the day to day management of the City Campus space, including purchasing of equipment and requirements.
- Collaborate with the Associate Dean, Programs & Pathways (Postgraduate) and FBE General Manager on the development and management of budget requirements and controls as required.
- Develop, implement and continually review effective and sustainable initiatives to improve the quality and efficiency of student support services, program
- Establish and maintain appropriate systems for measuring and improving operational performance and service delivery.
- Comply with relevant EEO and WHS regulations

### POSITION CONTEXT

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<thead>
<tr>
<th>Reports to:</th>
<th>Associate Dean, Programs &amp; Pathways (Postgraduate)</th>
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<tbody>
<tr>
<td></td>
<td>Faculty General Manager</td>
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<tr>
<td>Positions Reporting to:</td>
<td>Direct: 8</td>
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<tr>
<td></td>
<td>Indirect: 1</td>
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**Key Direct Clients:**
- Heads of Office, Heads of Dept, Senior Managers
- AFC Academic Staff
- AFC Students
- Immediate team members
- Other external contacts

**Other Key Relationships:**
- Faculty Student Administration
- AFC IT Support
- Other staff members in Faculty departments
- Other external contacts

**Budget Accountability:**
- nil

**Role-specific Conditions:**
- nil

**Scope and autonomy:**
- Develops and modifies processes, procedures, 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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<thead>
<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</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>Reliability:</strong> Meeting commitments and responsibilities.</td>
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<tr>
<td><strong>Communication:</strong> Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</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>Service Focus:</strong> Making students, staff, alumni and other key contacts and their needs a priority.</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 self and others accountable for achieving high quality and solution focused outcomes.</td>
<td><strong>Accountability:</strong> Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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- Perform any other duties as required and appropriate for this position.
REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

Knowledge of University administration processes and program structures at a senior level.
Degree or equivalent experience in business administration or related discipline.
Advanced skills MS Office suite, information systems and databases.

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 policies, systems, processes and procedures.
Knowledge of what other areas of the University do and how they interact with the faculty/office.
Knowledge of Faculties, Office and University functions and structure

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

Manage a student administration function or equally complex environment.
Provide complex program, policy and procedure advice.
Undertake complex research and analysis to make recommendations to management and contribute to strategy.
Manage and implement continuous improvement programs, enhancing efficiency and effectiveness of operations.
Problem-solving skills with the ability to develop and implement solutions and effectively address operational issues within a changing environment.
Build and manage relationships, networks and partnerships. Including with external partners and agencies.