Position Description

Title: Faculty PACE Manager
HEW Level: 8

Faculty/Office: PACE
Position Number: TBC

Department/Team: Faculties of Arts, Human Sciences, Business and Economics and Science
Date: February 2019

Position Purpose: To manage the operational implementation of the PACE initiative in the faculty, including the development and management of key stakeholder relationships.

ORGANISATIONAL CONTEXT

The Pro Vice-Chancellor (Learning and Teaching) is responsible for strengthening learning and teaching at Macquarie through developing academic staff capabilities, developing and maintaining a suite of quality academic programs, creating and maintaining flexible and innovative physical and virtual learning spaces and enhancing our student learning experience.

Professional and Community Engagement (PACE) is a University-wide initiative designed to provide undergraduate students with experiential learning opportunities with a range of local, regional and international partners. PACE units provide an academic framework through which students can engage with the community, learn through participation, develop their capabilities and build the skills valued by employers. By completing a PACE unit, students contribute to partner organisational goals and develop skills and capabilities while gaining academic credit towards their degree.

The Faculty PACE Manager works at the front line with students, unit convenors and partner organisations and is responsible for managing the operational and administrative requirements which underpin the sustainability and success of the PACE initiative.

ORGANISATION CHART

[Diagram showing the organisational structure of the PACE initiative and its various roles and responsibilities.]
### KEY ACCOUNTABILITIES

- Develop and maintain strong reciprocal relationships within the faculty, across the University and, ensuring alignment with the University’s community engagement strategies, beyond to the wider community of partners to support, improve, strengthen and promote engagement with PACE.
- Design and implement a faculty partner development plan to assure the sustainability and reputation of the PACE program, in consultation with the Academic Director, PACE and PACE unit convenors.
- Manage the PACE administrative team, creating a strong service culture to support students, unit convenors and partners in the operational implementation of the PACE initiative in the Faculty.
- Develop and implement administrative systems and processes, in line with University and PACE policies, procedures and protocols, to support and maintain the successful delivery of PACE activities in the Faculty and the University.
- Manage the provision of activity management support to unit convenors, which may include: activity design; student allocation; preparation, mobilisation and monitoring of students; critical incident management; collection of feedback from students and partners.
- In consultation with the Academic Director, PACE prepare management information and reports on PACE activities in the faculty for the PACE Academic and Programs Director and the faculty executive.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and as appropriate for the incumbent’s level of competence.

### POSITION CONTEXT

**Reports to:**
Academic Director, PACE

**Positions Reporting to:**
Direct: Faculty PACE Officer(s), varying from one to three at present, and casual staff during peak periods
Indirect: none

**Key Direct Clients:**
- PACE Unit Convenors
- Heads of Departments
- Students in PACE units in the Faculty
- Partners providing PACE activities
- Faculty PACE Administrative Team

**Other Key Relationships:**
- Associate Dean, L&T
- PACE Local and Regional team
- PACE International team
- Marketing Manager, PACE
- Faculty General Manager
- Faculty Student Services Manager
- Faculty Marketing Unit
- PACE Systems Manager
- Faculty PACE Managers and Officers in other faculties

**Budget Accountability:**
In conjunction with the Academic Director, PACE prepare and monitor the PACE faculty budget.

**Role-specific Conditions:**
Nil

**Scope and autonomy**
Develops and modifies processes, procedures, systems and/or techniques for the work area and/or contributes to the development of University-wide systems, processes and procedures.

**Problem solving**
Draws on own knowledge, experience and expertise to identify, develop and implement new initiatives, processes and programs which impact at a University wide level or within an area of specialisation.
<table>
<thead>
<tr>
<th><strong>COMPETENCIES</strong> Clusters of behaviours required for successful performance.</th>
<th><strong>ATTRIBUTES</strong> Personal qualities related to successful performance.</th>
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<tr>
<td><strong>Teamwork:</strong> Working in collaboration with others to achieve shared goals.</td>
<td><strong>Flexibility:</strong> Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Implementing Systems:</strong> Adopting a systematic and organised approach, and developing and utilising guidelines and procedures.</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>Setting Expectations:</strong> Stating clearly what is expected from others, clearly expressing ideas, and maintaining a precise and constant flow of information.</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>Delegating:</strong> Enlisting the talents of others to help meet objectives by giving them important activities and sufficient autonomy to exercise their own judgement.</td>
<td><strong>Resilience:</strong> Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Tracking Performance:</strong> Taking nothing for granted and persistently monitoring the progress of activities to ensure they are completed on time.</td>
<td><strong>Accountability:</strong> Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Giving Feedback:</strong> Letting others know in a respectful, supportive and straightforward manner what is expected of them, how they have performed and if they have met needs and expectations.</td>
<td><strong>Integrity:</strong> Maintaining confidentiality, discretion and professionalism.</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>
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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 a related field of study/work.
- Detailed knowledge of administrative and governance frameworks in the university sector.
- Knowledge of change management principles and practice.
- Extensive knowledge of project management principles and practice.

### 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.

- A detailed understanding of the PACE initiative and its future direction.
- Extensive knowledge of PACE programs, policies and processes.
- A detailed understanding of the faculty’s structure and well developed relationships with faculty staff.
- A detailed understanding of the roles and responsibilities of the University’s Offices.

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

Extensive experience is required in:

- building and managing effective relationships with multiple internal and external stakeholders;
- managing a team in a university or in another complex organisation;
- risk assessment and management; and
- developing and reviewing processes and policies for the effective delivery of administrative services, in line with internal and external regulations, policies and protocols.