# Position Description

<table>
<thead>
<tr>
<th>Title:</th>
<th>Director, Student Administration</th>
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<tbody>
<tr>
<td>HEW Level:</td>
<td>Level 10, Band 3</td>
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<tr>
<td>Faculty/Office:</td>
<td>Executive Director, Student Engagement &amp; Registrar</td>
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<tr>
<td>Position Number:</td>
<td>0000040262</td>
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<tr>
<td>Department/Team:</td>
<td>Student Administration</td>
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<tr>
<td>Date:</td>
<td>October 2018</td>
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## Position Purpose
To lead, drive and manage the development, implementation and delivery of student and academic administration services and systems.

## ORGANISATIONAL CONTEXT
The Deputy Vice-Chancellor (Academic) is the chief academic officer of the University and is the member of the University Executive with overall responsibility for the planning, quality and delivery of education provided to Macquarie's undergraduate and graduate students.

The portfolio of the Executive Director, Student Engagement and Registrar is accountable for the delivery of the student experience in relation to administration, wellbeing and engagement.

The Office includes:
- Governance Services supports the student and academic governance of the University by providing secretariat services to Academic Senate and its committees, managing student grievances, discipline and appeals, managing the policy framework and academic quality and compliance.
- The Student Administration teams provide support and advice, and manage the administrative processes, policies, rules and activities related to the curriculum and the student lifecycle from admission, enrolment to completion.
- Student Connect is the body that acts as the key information service provider to the student body in order to help them navigate through the different areas of the institution that they need throughout their student lifecycle.

## ORGANISATION CHART

```
Executive Director, Student Engagement & Registrar
    
Director, Student Administration
    
Project Officer, Curriculum Architecture
    
Manager, Campus Engagement
    
Director, Allied Health
    
Head of Governance Services
    
Curriculum and Planning Manager
    
Admission Manager
    
Manager, Scholarships and Prizes
    
Lifecycle Manager
    
Project Officer
```
### KEY ACCOUNTABILITIES

- Lead the development and implementation of the strategic framework for student and academic administration and systems across the University.
- Ensure the delivery of student centred administration across the student lifecycle.
- Lead and drive a student centred, innovative and service oriented culture within Student Administration.
- Develop and provide strategic advice and guidance on relevant solutions, systems, processes and policies to support the execution of the student success framework.
- Contribute to the negotiation of and manage contracts, agreements, and relationships with student administration key stakeholders and suppliers.
- Oversee the performance and development of student administration managers and staff to ensure a high performance culture.
- Provide leadership, management and coordination of projects.
- Manage the deployment of resources across operations, projects and capital expenditure to ensure value for money against agreed objectives.
- Develop, implement and monitor a risk management framework and business continuity plans across all stages of the student lifecycle.
- Oversee the management of and planning for student volumes and load distribution.
- Substitute as required for the Executive Director, Student Engagement and Registrar in areas of functional responsibility.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and as appropriate for this classification.

### POSITION CONTEXT

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Executive Director, Student Engagement and Registrar</th>
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<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Nil.</td>
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<tr>
<td>Key Direct Clients:</td>
<td>Executive Deans, Faculty General Managers, All students, Academic staff, Examining authorities</td>
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<tr>
<td>Other Key Relationships:</td>
<td>University Executive, Executive Deans, Associate Deans, Faculty and office staff, Other teams within Student Engagement &amp; Registrar, IT, External bodies</td>
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<tr>
<td>Budget Accountability:</td>
<td>$8-10 million</td>
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<td>Role-specific Conditions:</td>
<td>Nil.</td>
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<td>Scope and autonomy:</td>
<td>Identifies University wide current and emerging issues and develops appropriate policies, strategies and/or programs.</td>
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<td>Problem solving:</td>
<td>Manages significant organisational problems and/or issues and undertakes complex strategic planning and decision making.</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.

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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tr>
<td><strong>Influencing and Persuading</strong>: Building commitment by convincing others and winning them over to a particular point of view.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</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>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</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>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<tr>
<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>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</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>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</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>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<tr>
<td><strong>Leading and Directing</strong>: Taking the lead and exercising influence when managing complex situations and/or making critical business decisions.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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<td><strong>Delivering Outcomes</strong>: Holding self and others accountable for achieving high quality and solution focused outcomes.</td>
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<tr>
<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.**

- Degree and/or relevant experience in business administration or related discipline.
- Sound knowledge of the Australian and international higher education system.
- Comprehensive knowledge of university student administration processes and cycles.
- Project management skills.
- Knowledge of change management processes.
- Advanced computer skills including complex data management systems, Microsoft Office and internet.

### KEY EXPERIENCES

**Practical experiences and exposure to specific environment or activities related to successful performance.**

- Demonstrated experience and success in:
  - leading and managing a student administration function.
  - leading and influencing organisational and cultural change.
  - delivering innovation and embedding a student oriented culture across multiple functions.
  - systems and process design and/or business process re-engineering.
  - complex project implementation across administration and systems functions.
  - developing, leading and ensuring continuous improvement across complex administrative processes and systems.
  - negotiation, influencing and persuading across a range of internal and external stakeholders.
  - leading and developing high performing teams.

### 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 Executive Director, Student Engagement & Registrar functions and structure.
- Knowledge of University policies, systems, processes and procedures and how to adapt these at the faculty/office level.
- Understanding the external market/context relevant to tertiary student administration.
- Understanding the local and global market/context within which the University operates.
- Knowledge of how the University works and how relevant functions across the University interrelate.