**POSITION DESCRIPTION**

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| **POSITION DETAILS** |  |
| **Position Title:** | **Manager – Integrity Unit** |
| **Position Number:** | 00024928 |
| **Classification:** | HEO9 |
| **Faculty/Division:** | Division of University Operations |
| **School/Branch:** | Integrity Unit |
| **Reports to (position title):** | Executive Director – Integrity Unit |
| **Delegations:** | As per the Delegations Table |
| **Special Conditions:** | * Reasonable out of hours work hours as required * Reasonable workplace adjustments will be made for people with a disability |
| **Significant Working Relationships:** | * Human Resources staff * Student Affairs staff * Legal services staff * Local areas across the University |

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| **POSITION SUMMARY** |
| The University of Adelaide (University) is a world-class tertiary education and research institution committed to delivering high quality and distinct learning, teaching and research experiences. The University is centred on discovering new knowledge, pursuing innovation and preparing the educated leaders of tomorrow who are independent, creative thinkers with an international perspective.  The Division of University Operations consists of dedicated professional teams providing the essential people, financial, infrastructure and corporate functions for the University. Working together University Operations delivers business value that supports the University’s international leadership in education and research through; Leadership; Innovation; Professionalism and Commitment.  The Integrity Unit is a specialist unit that receives complaints and disclosures about the behaviour and conduct of staff, students and other members of the University Community. Complaints received by the Unit are assessed and triaged to relevant areas of the University, with matters relating to sexual misconduct and other integrity issues retained and managed by the Unit. The Unit provides specialist, trauma-informed management of concerns relating to sexual misconduct and gender-based violence. The Integrity Unit sits within the Division of University Operations but has the ability to report directly to the University Council or an external agency on any matters that fall within its jurisdiction.  Working under broad direction with a considerable degree of autonomy, the Manager will be responsible for overseeing the receipt, documentation, and triaging of reports to the Unit. They will ensure individuals are treated sensitively and connected to support, while fostering relationships with university departments responsible for complaints and incident management.  Additionally, the Manager will manage cases involving sexual misconduct or gender-based violence, ensuring risk mitigation and safety plans are in place. They will also be involved in the development and implementation of strategies to prevent and address gender-based violence across the University. |

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| **KEY RESPONSIBILITIES** | |
| Leadership | * Lead a team in the delivery of responsive, outcome-oriented support across the organisation. * Oversee effective end to end management of complaints, whilst at all times, ensuring confidentiality, high quality and respect for all parties involved. * Develop and foster a high performance team culture, model, with desired behaviours and implement relevant tools and performance frameworks. |
| Case Management & Reporting | * Ensure individuals involved in complaints are provided support as and when required, ensuring a sensitive, timely and people-centric approach. * Promote and support high quality case management, consistent communications and a continuous improvement approach for the management of sexual misconduct complaints. * Prepare documentation to support case assessments including briefs, correspondence, memos and decision records. * Work in partnership with other UoA teams on referred cases, including Legal, Risk, HR, Student Services and the Graduate Centre and others as required. * Collate necessary data to meet reporting obligations for internal committees and external agencies or regulatory authorities at State and Commonwealth levels. * Respond to requests, referrals and other correspondence from external regulators, including the Office of Public Integrity, the ICAC, and the State Ombudsman. * Develop and maintain an accurate reporting system. * Ensure case management knowledge remains current with legislative changes, case law and best practice through briefings, seminars and professional development. |
| Project Management – gender-based violence | * Lead the development, implementation and evaluation of strategies to prevent gender-based violence, including sexual misconduct, sex-based discrimination and domestic violence within the University community. * Oversee and ensure compliance with relevant legislation, including but not limited to the National Higher Education Code to Prevent and Respond to Gender-Based Violence. |
| Service Excellence | * Establish effective relationships with key stakeholders to support the management and resolution of complaints, and the prevention of and response to gender-based violence. * Demonstrate confidence, empathy, diplomacy and sound judgement in interactions and in the provision of advice. * Deliver people-centric, solutions focussed and timely case management services. |
| * Other reasonable duties commensurate with classification level. | |

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| **PEOPLE MANAGEMENT RESPONSIBILITIES** |
| * The role is responsible for managing a small team of Complaints Advisors and support staff. * Collaborate and work collegially with others, demonstrate empathy and a solutions focus and adapt to meet the needs of the changing environment and demands. * Lead by example, demonstrating the uppermost level of integrity and ethical behaviour, building trust through honesty, respect, sensitivity, fairness and accountability. * Support the development of proactive misconduct prevention measures, including training, awareness programs and provision of relevant information. * Demonstrate accountability, including transparency in decision making processes and openness to challenges and feedback. |

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| **CAPABILITIES AND BEHAVIOURS** |
| Use the [Capability Dictionary](https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf) to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position. |

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| **UNIVERSITY EXPECTATIONS** |
| Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University’s Code of Conduct |

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| **STAFF VALUES AND BEHAVIOUR FRAMEWORK** |
| Our culture is one that welcomes all and embraces diversity consistent with our [Staff Values and Behaviour Framework](https://www.adelaide.edu.au/hr/organisational-development/university-values) and our Values of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valuable asset, so we work to grow and diversify the skills, knowledge and capability of all our staff. |

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| **SELECTION CRITERIA** |
| **Knowledge and Experience:**   1. Demonstrated experience in delivering professional and timely complaint management of complex and sensitive matters, including gender-based violence or sexual misconduct. 2. Evidence of well-developed diagnostic, analytical and evaluation skills, including the ability to make sound decisions in relation to complex matters. 3. Understanding (or ability to acquire an understanding) of the regulatory and governance frameworks relevant to the function of the Integrity Unit, including relevant legislation, regulations, employment agreements, enterprise agreements and contemporary governance 4. High level verbal and written communication skills, including the ability to adapt communication to a range of audiences, communicate empathetically and sensitively with clients, and to prepare high quality written briefs and correspondence. 5. Excellent interpersonal skills including negotiation, influencing skills and key stakeholder engagement. 6. Proven ability to work with initiative and autonomy, deal with sensitive and confidential matters, and support a one-team culture. 7. Demonstrated ability to lead a team and promote the organisational values of integrity, respect, collegiality, excellence and discovery, and a commitment to positively comply with the associated behaviour expectations. 8. Sound knowledge of the Australian higher education sector and/or gender-based violence sector (desirable).   **Qualification/s:**   * Tertiary qualifications in a relevant discipline (Law, Human Resources, Justice Administration, Social Work or Psychology). * Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or * Extensive experience and management expertise; or * An equivalent combination of relevant experience and/or education or training |