**Position Description**

<table>
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<tr>
<th>College/Division:</th>
<th>Division of Student Administration and Academic Services (DSAAS)</th>
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<tbody>
<tr>
<td>Faculty/School/Centre:</td>
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<td>Department/Unit:</td>
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<tr>
<td>Position Title:</td>
<td>Deputy Registrar</td>
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<tr>
<td>Classification:</td>
<td>SM3</td>
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<td>Position No:</td>
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<tr>
<td>Responsible to:</td>
<td>University Registrar</td>
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<tr>
<td>Number of positions that report to this role:</td>
<td>3 direct reports,</td>
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<tr>
<td>Delegation(s) Assigned:</td>
<td>D4</td>
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**PURPOSE STATEMENT:**

The Deputy Registrar contributes to the University's strategic objective to provide an excellent educational experience for its students through delivery of administrative and academic functions and services which support students and academic lifecycle. They have responsibility for key administrative processes and events and are also responsible for university wide frontline services and systems, and maintenance of student records. The Deputy Registrar also provides high level strategic advice and recommendations to the University Registrar, University committees and members of the University executive on areas of responsibility.

**KEY ACCOUNTABILITY AREAS:**

**Position Dimension & Relationships:**

Responsible directly to the University Registrar, the Deputy Registrar has line management of over 100 professional staff (including numerous Senior Management positions) plus casuals and a budget of approximately $12 million p/a. The Deputy Registrar has management and oversight of the DSAAS leadership team and their teams.

The position has responsibility for the timely and efficient provision of events, processes and services across the University to ensure the effective management of over 22,000 students. The Deputy Registrar liaises closely with ANU College student administration and key College and Division staff, Commonwealth authorities and peers at other institutions. The incumbent provides high level advice to the University Registrar, Committees, Senior Officers and the executive of the University on matters relating to student administrative and academic services and functions, and relevant regulation, compliance, policies and governance.

This senior position has responsibility for delivering an array of student related services, including:

- Admissions and scholarships
- Enrolments, fees, general enquiry management and student cards,
- Student systems, student record keeping and data, and centralised student communications
- Student timetables, results, examinations, prizes, and academic progress,
- Late withdrawals, deferred examinations and special consideration
- Graduations, transcripts and testamurs
- Under 18 international student support and sponsored students
- Student discipline, medical leave and student appeals

In addition, the Deputy Registrar oversees and ensures compliance with relevant government regulation; leads strategic reviews and projects; make strategic contributions to university committees; and maintains high-level communications and relations with students and staff in the Colleges and other Divisions.

**Role Statement:**

Under the direction of the University Registrar, the Deputy Registrar takes responsibility for and directs the following critical student administration and service activities:
1. Plan and oversee the timely, effective and efficient delivery, review and improvement of student administration and enrichment processes, events, major projects and services through effective leadership of divisional services and functions.

2. Lead, manage and develop staff within the Division, promoting a service-oriented culture, providing direction, overseeing quality, induction, training, development and appraisal to ensure currency in knowledge and quality in output. Ensure delivery of high quality services, information and run high quality events for students, staff and guests of the University.

3. Provide leadership in the development and enhancement of the student administration profession at ANU by setting standards in business and service delivery, formulating and promulgating policy across the institution, creating professional development opportunities, undertaking quality assurance activities and provide direction to student administration staff in the ANU Colleges, committees, working groups and projects.

4. Manage and monitor the budget allocation for the Division within delegated authority.

5. Deputise for the University Registrar, contribute to the development, implementation and systematic review of operational plans and systems initiatives which support the strategic objectives of the Division and the University.

6. Provide high quality advice, both oral and written, to students and staff, including senior officers and the University executive, in regard to University legislation, policy, services and business process and advise on institution, higher education sector and government initiatives affecting the status of the University, regulatory compliance and the student experience.

7. Maintain an active approach to improving outcomes through undertaking reviews, surveys of stakeholders and benchmarking, development and production of Division metrics and targets, and seek new ideas for delivery of key functions through consultation with stakeholders and maintaining an awareness of trends within the higher education sector.

8. Foster strong relationships with stakeholders and peers in Division Offices, University Executive, ANU Colleges, other service divisions, other domestic institutions, international partners, third-party vendors and Commonwealth agencies, and actively represent and support the Division in formal committees, meetings, working parties, conferences and other forums.

9. Oversee the integrity of procedures and data to ensure compliance with University Rules, Statutes and Orders and government legislation. Identify and manage risks to prevent misuse of information and improper conduct. In particular, provide oversight of the University's adherence to Rules, policies, appeals procedures as they relate to student administration.

10. Hear and determine outcomes for student disciplinary and medical leave inquiries, oversee fair and robust decisions with student appeals, and respond to student grievances and complaints relevant to the Division.

11. Other duties as determined by the University Registrar.

See the classification descriptors for professional staff and minimum standards for academic staff.
SELECTION CRITERIA:
1. Tertiary and postgraduate qualifications (or equivalent) in a relevant discipline and/or relevant extensive experience and a proven track record in leading and managing an operational portfolio in a large organisation or similarly complex environment. Experience in
2. An excellent and extensive knowledge and understanding of operational matters including governance, systems implementation and service delivery, preferably with relevant experience in the higher education sector or similar.
3. Demonstrated ability to analyse and assess complex matters, exercise sound judgement and provide authoritative and timely advice to senior managers to ensure the successful delivery of operational services and support delivery of strategic goals and initiatives.
4. Demonstrated high level negotiation and communication skills and the ability to engage and influence and resolve difficult, complex situations, working effectively to develop efficient services with a focus on contributing to organisational goals.
5. Demonstrated ability to communicate effectively, both orally and in writing, to an excellent standard and build and maintain relationships with internal and external stakeholders and successfully build networks, engender a positive culture of collaboration and promote and represent the University.
6. Proven ability and demonstrated experience in large, complex organisations with outstanding leadership and management skills and a demonstrated ability to lead, manage and motivate a team and develop and improve the capability of staff to deliver consistent, high-quality services, projects and initiative, on-time and within budget.
7. Demonstrated high level experience in the management of multiple complex administrative process and systems, significant human resources, and delivery of client services within a tertiary institution or similar organisation, including experience with managing large scale projects and initiative and development of sophisticated reporting and metrics to improve decision making.
8. A demonstrated high level of achievement in relation to incorporation of EO principals into strategic planning and the capacity to accept devolved responsibility for achievement of equity and diversity strategies.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

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<th>Supervisor/Delegate Signature:</th>
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<tbody>
<tr>
<td>Printed Name:</td>
<td>Uni ID:</td>
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References: General Staff Classification Descriptors