



## Position Description

<b>College/Division:</b>	Division of Student Administration
<b>Faculty/School/Centre:</b>	Student Administration Services
<b>Department/Unit:</b>	Student Administration and Records
<b>Position Title:</b>	Deputy Manager, Student Administration and Records
<b>Classification:</b>	ANUO8
<b>Position No:</b>	13623
<b>Responsible to:</b>	Manager, Student Administration and Records
<b>Number of positions that report to this role:</b>	Two direct reports
<b>Delegation(s) Assigned:</b>	None

### PURPOSE STATEMENT:

*Under the broad direction of the Manager, Student Administration and Records, the Deputy Manager will provide leadership, strategic and operational support in all aspects of the efficient and effective operation of the Student Administration and Records Office within the Division of Student Administration. The Student Administration and Records Office provide the ANU Community with advice and support services relating to fees, scholarships, enrolments and records.*

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

The Deputy Manager is a member of Student Administration and Records within the Division of Student Administration and reports to the Manager, Student Administration and Records. This position will provide high level advice on government and university policies and procedures to current and potential students and staff relating to fees, scholarships, enrolments and student records. They will oversee the administration of, and processing transactions relating to, fees, scholarships enrolments and student records. A commitment to excellent customer service is essential.

#### Role Statement:

Under the broad direction of the Manager, Student Administration and Records:

- Manage the day-to-day operations of the Student Administration and Records Office including managing workloads, meeting deadlines and undertaking Office reporting requirements to ensure the delivery of high quality, efficient, student-centric services.
- Provide authoritative high quality advice to students, academic and professional staff in regard to University legislation, policy, systems and business process and advice on University, higher education sector and government initiatives affecting fees, Commonwealth support, enrolments and records.
- Provide effective leadership through supervision, mentoring and/or training of team members and support the Manager in developing a service oriented culture, overseeing quality, training, development and appraisal to ensure up to date knowledge of University systems, policies and processes.
- Initiate and contribute to the development and implementation of guidelines and procedures for the Student Administration and Records Office to improve business processes and service provisions.
- Foster strong relationships with stakeholders and peers in Division teams, ANU Colleges, other service divisions, other institutions and external agencies, and actively represent the Division in formal committees, meetings, working parties, conferences and other forums. Negotiate with and influence stakeholders to achieve outcomes and build collaborative partnerships.
- Ensure the integrity of financial procedures and data to comply with University Rules, Statutes and Orders, government legislation, policies, and audit requirements. In particular provide support to the Manager in the oversight of the University's Fees Rules and policies relating to enrolments and records.
- Other duties as determined by the Manager, Student Administration and Records
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.

**SELECTION CRITERIA:**

1. Completion of a tertiary qualification with extensive relevant work experience or an equivalent combination of education, experience and/or training.
2. Highly developed organisation and prioritisation skills with demonstrated experience in the management of multiple administrative functions and delivery of client services within a tertiary institution or similar organisation, including experience in interpreting and providing advice on legislation and regulations to a diverse range of stakeholders.
3. Highly developed analytical skills, with demonstrated capacity to conceptualise, develop, implement and review corporate processes to deliver business improvement solutions.
4. Excellent interpersonal and communication skills, both oral and written, with demonstrated ability to liaise effectively with a diverse range of stakeholders.
5. A demonstrated high level of understanding of equal opportunity principles and a commitment to the application of EO policies in a university context.

**Delegate:**

Ariel Kelty Edge

**Date:****References:**[Professional Staff Classification Descriptors](#)



# Pre-Employment Work Environment Report

## Position Details

<b>College/Div/Centre</b>	Division Administration	Student	<b>Dept/School/Section</b>	STAR
<b>Position Title</b>	Deputy STAR	Manager,	<b>Classification</b>	ANU08
<b>Position No.</b>	00013623		<b>Reference No.</b>	

In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
- This form is used to advise potential applicants of work environment issues prior to application.
- Once an applicant has been selected for the position consideration should be given to their inclusion on the University's Health Surveillance Program where appropriate – see . [http://info.anu.edu.au/hr/OHS/\\_\\_Health\\_Surveillance\\_Program/index.asp](http://info.anu.edu.au/hr/OHS/__Health_Surveillance_Program/index.asp)  
Enrolment on relevant OHS training courses should also be arranged – see [http://info.anu.edu.au/hr/Training\\_and\\_Development/OHS\\_Training/index.asp](http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp)
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see 'Employment Medical Procedures' at [http://info.anu.edu.au/Policies/\\_DHR/Procedures/Employment\\_Medical\\_Procedures.asp](http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp)

## Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a **regular** or **occasional** part of the duties.

TASK	regular	occasional	TASK	regular	occasional
key boarding	✓	<input type="checkbox"/>	laboratory work	<input type="checkbox"/>	<input type="checkbox"/>
lifting, manual handling	<input type="checkbox"/>	<input type="checkbox"/>	work at heights	<input type="checkbox"/>	<input type="checkbox"/>
repetitive manual tasks	<input type="checkbox"/>	<input type="checkbox"/>	work in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>
catering / food preparation	<input type="checkbox"/>	<input type="checkbox"/>	noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>
fieldwork & travel	<input type="checkbox"/>	<input type="checkbox"/>	electricity	<input type="checkbox"/>	<input type="checkbox"/>
driving a vehicle	<input type="checkbox"/>	<input type="checkbox"/>			
<b>NON-IONIZING RADIATION</b>			<b>IONIZING RADIATION</b>		
solar	<input type="checkbox"/>	<input type="checkbox"/>	gamma, x-rays	<input type="checkbox"/>	<input type="checkbox"/>
ultraviolet	<input type="checkbox"/>	<input type="checkbox"/>	beta particles	<input type="checkbox"/>	<input type="checkbox"/>
infra red	<input type="checkbox"/>	<input type="checkbox"/>	nuclear particles	<input type="checkbox"/>	<input type="checkbox"/>
laser	<input type="checkbox"/>	<input type="checkbox"/>			
radio frequency	<input type="checkbox"/>	<input type="checkbox"/>			
<b>CHEMICALS</b>			<b>BIOLOGICAL MATERIALS</b>		
hazardous substances	<input type="checkbox"/>	<input type="checkbox"/>	microbiological materials	<input type="checkbox"/>	<input type="checkbox"/>
allergens	<input type="checkbox"/>	<input type="checkbox"/>	potential biological allergens	<input type="checkbox"/>	<input type="checkbox"/>
cytotoxics	<input type="checkbox"/>	<input type="checkbox"/>	laboratory animals or insects	<input type="checkbox"/>	<input type="checkbox"/>
mutagens/teratogens/ carcinogens	<input type="checkbox"/>	<input type="checkbox"/>	clinical specimens, including blood	<input type="checkbox"/>	<input type="checkbox"/>
pesticides / herbicides	<input type="checkbox"/>	<input type="checkbox"/>	genetically-manipulated specimens	<input type="checkbox"/>	<input type="checkbox"/>
			immunisations	<input type="checkbox"/>	<input type="checkbox"/>

**OTHER POTENTIAL HAZARDS (please specify):**

<b>Supervisor's Signature:</b>		<b>Print Name:</b>		<b>Date:</b>	
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