## Position Description

<table>
<thead>
<tr>
<th>College/Division:</th>
<th>Division of Student Administration and Academic Services</th>
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<tbody>
<tr>
<td>Faculty/School/Centre:</td>
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<tr>
<td>Department/Unit:</td>
<td>Academic Standards and Quality Office</td>
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<tr>
<td>Position Title:</td>
<td>Associate Registrar, Academic Standards and Quality</td>
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<tr>
<td>Classification:</td>
<td>SM2</td>
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<tr>
<td>Position No:</td>
<td>N/A</td>
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<tr>
<td>Responsible to:</td>
<td>Deputy Registrar</td>
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<tr>
<td>Number of positions that report to this role:</td>
<td>4</td>
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<tr>
<td>Delegation(s) Assigned:</td>
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### PURPOSE STATEMENT:

ANU enjoys the unique position of being Australia’s only national university. That status means that the University is responsible to design and implement education initiative that set the agenda for the rest of Australia.

The Division of Student Administration and Academic Services (DSAAS) is within the Deputy Vice-Chancellor (Academic) Portfolio. DSAAS is responsible for the administrative support of students through the student lifecycle from when an offer is made to the completion of their studies and graduation. Activities of the Division include admissions, general student enquiries, enrolment, class timetabling, program management, financial transactions, scholarship management, examination management, legislative compliance in relation to students and curriculum management. The Division also provides advice for appeals, grievance, academic misconduct, and discipline processes.

The Associate Registrar, Academic Standards and Quality contributes to the University’s strategic objective to provide an excellent educational experience for its students through delivery of administrative functions which support the student and academic lifecycle. This position provides strategic and operational leadership for student life-cycle activities that are delivered in partnership with University’s professional and academic community.

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

Reporting directly to the Deputy Registrar, the Associate Registrar has line management of approximately 21 professional staff. The position has responsibility for the timely provision of advice, processes and services across the University to ensure the effective management of approximately 22,000 students. The role has significant impact on ANU College student administration and requires close working relationships with key College and Division staff, Commonwealth authorities and peers at other domestic institutions. The incumbent provides high level advice to the University Registrar, Senior Officers and the Executive of the University on matters relating to academic and student lifecycle management.

This senior position has responsibility for delivering the following academic related services: program and course accreditation; policy and Rules management; statutory liaison and reporting; international student compliance; student fees and enrolments processes.

#### Role Statement:

Under the broad direction of the Deputy Registrar, the Associate Registrar, Academic Standards and Quality takes responsibility for and directs the following critical academic administration and service activities:
1. Plan and oversee the timely, effective and efficient delivery, review and improvement of academic administration and compliance processes, events, major projects and services through effective leadership of the Academic Standards and Quality Office.

2. Lead, manage and develop staff within ASQO promoting a service-oriented culture, providing direction, assigning tasks, overseeing quality, induction, training, development and appraisal to ensure currency in knowledge and quality in output. Ensure delivery of high quality, efficient services through the Division's enquiry management, websites, training and documentation.

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.

4. As a senior member of the Division management team 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. Lead, manage and develop staff promoting a service-oriented culture, providing direction, assigning tasks, overseeing quality, training, development, and appraisal to ensure currency in knowledge and quality in output.

7. Provide high quality advice, both oral and written to students, academic and professional staff, and University Executive in regard to university legislation, academic governance, policy, systems and business process and advise on institution, higher education sector and government initiatives affecting the status of the University, regulatory compliance, and statutory reporting.

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

9. Foster strong relationships with stakeholders and peers in Division teams, University Executive, ANU Colleges, other service divisions, and other institutions, and actively represent and support the Division in formal committees, meetings, working parties, conferences, and other forums.

10. Maintain 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. Provide oversight of the University’s adherence to Rules, policies, procedures, the Higher Education Support Act, the Education Services for Overseas Student Act and National Code, the Australian Qualifications Framework and the Higher Education Standards Framework.

11. Other duties as determined by the Deputy Registrar.

See the classification descriptors for professional staff and minimum standards for academic staff.
**SELECTION CRITERIA:**
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.

1. Postgraduate qualifications or progress towards postgraduate qualifications and relevant experience or an equivalent combination of relevant experience and education/training.

2. Demonstrated extensive experience in the management of multiple complex administrative processes and systems, significant human and financial resources, and delivery of client services within a tertiary institution or similar organisation, including experience with managing large scale projects and initiatives, and development of sophisticated reporting and metrics to improve decision making.

3. Demonstrated extensive experience in the development of strategic planning to support an organisational mission and values and the delivery of key outcomes through the evaluation and implementation of policies, procedures, and processes; systems, change management and business process improvement.

4. Outstanding leadership and communication skills with the ability to inform, negotiate and persuade on complex matters, create and implement policy, manage change events and to cultivate and maintain strong working partnerships with a diverse range of stakeholders within, and outside of the University.

5. Demonstrated ability to effectively lead and manage multiple teams with a strong commitment to its professional development and contribute to improvements in the student administration profession across the campus.

6. Demonstrated understanding of equal opportunity principles and a commitment to the application of EO policies in a university context.

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**Supervisor/Delegate Signature:** Deputy Registrar Date: July 2023

Printed Name: Suzie Alcorn Uni ID:

**References:** General Staff Classification Descriptors