Position Description

College/Division: Division of Student Administration and Academic Services (DSAAS)
Department/Unit: Academic Standards and Quality Office (ASQO)
Position Title: Enrolments and Fees Manager
Classification: Senior Manager 1
Position No: Nil
Responsible to: Associate Registrar, ASQO
Number of positions that report to this role: Nil
Delegation(s) Assigned: Nil

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 initiatives 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.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:
The Enrolments & Fees Manager leads and manages the Enrolments and Fees team, working in close collaboration with the DSAAS Leadership Group to provide strategic planning, advice and support, building professional relationships across campus. The Enrolments & Fees Manager plays a significant role in the implementation of student fees processes, ensuring that all stakeholders are educated on relevant aspects and the impact on their own area. The Enrolments & Fees Manager also represents the area in University-wide initiatives, works closely with staff in the Finance and Business Services Division (F&BS) on complex matters and is accountable for the accuracy and integrity of student financial data.

Role Statement:
Under the broad direction, the Enrolments and Fees Manager will:
- Provide effective leadership, management and engagement to the Enrolments & Fees team members, ensuring that all objectives and deadlines are met, supporting their career development and knowledge sharing and managing performance, where needed.
- Develop strategies for achieving targets and manage the implementation of such strategies, ensuring relevant consultation with all stakeholders and ongoing monitoring of the efficiency of such strategies, analysing gaps and planning relevant gap closing actions, working closely with colleagues in F&BS and across DSAAS.
- Ensure that student financial operations are conducted in line with all relevant ANU policies and guidelines and that adequate audit material is maintained.
- Create an environment which ensures the effective delivery of student enrolment and fee services to meet requirements, developing and evaluating practices and procedural arrangements to improve outcomes.
- Play a key role in University wide student enrolment and fee-related initiatives, promoting them and managing the local area consultation and roll-out, if applicable, and participate in a range of activities, workgroups and networks across campus, as required.
- Comply with all ANU policies and procedures, in particular those relating to work health and safety and equal opportunity.
Perform other duties as requested, consistent with the classification of the position and in line with the principle of multi-skilling and professional development.

See the classification descriptors for professional staff and minimum standards for academic staff.

**SELECTION CRITERIA:**

1. Relevant postgraduate qualifications and demonstrated extensive experience in student record management, in particular, enrolments and fees in a complex organisation.
2. Proven strategic advice, modelling and planning skills to support senior management and experience implementing student fee or enrolment related policies, procedures and strategic plans to improve outcomes.
3. Demonstrated experience applying contemporary fee management practices and proven analytical, problem-solving and decision-making skills, including experience analysing data from multiple sources and making recommendations on strategic initiatives.
4. Demonstrated people management and engagement experience in a culturally diverse environment, with an ability to coach and mentor staff, to prioritise workloads and to lead the team to deliver on challenging objectives in a timely manner and on budget.
5. High level of interpersonal, liaison and consultation skills with demonstrated effective communication skills and experience developing comprehensive written documentation and reports, including policies and procedures.
6. Demonstrated computer skills with experience using online data management systems and proficiency using the MsOffice suite. High-level skills in Excel will be highly regarded.
7. A demonstrated high-level of understanding of equal opportunity principles and occupational health and safety and a commitment to their application in a university context.

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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**References:**

- Professional Staff Classification Descriptors
- Academic Minimum Standards

For assistance please contact HR Division Ph. 6125 3434