Position Description

<table>
<thead>
<tr>
<th>College/Division:</th>
<th>ANU College of Business and Economics</th>
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<tbody>
<tr>
<td>Faculty/School/Centre:</td>
<td>Student Services</td>
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<td>Department/Unit:</td>
<td>Student Services</td>
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<tr>
<td>Position Title:</td>
<td>Deputy Manager, Student Services (Coursework)</td>
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<td>Classification:</td>
<td>ANU Officer 8</td>
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<tr>
<td>Position No:</td>
<td>19162</td>
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<td>Responsible to:</td>
<td>Manager, Student Services</td>
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<tr>
<td>Number of positions that report to this role:</td>
<td>7</td>
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<tr>
<td>Delegation(s) Assigned:</td>
<td>D8, SAC (Student Administrator College)</td>
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PURPOSE STATEMENT:
The Deputy Manager, Student Services provides comprehensive, high level operational support to the Manager, Student Services on all student related matters, including the provision of student administration throughout the student lifecycle. The role ensures that high quality, robust advice on student administration related legislation, policies, procedures and guidelines is provided to students and staff, supporting the achievement of local area and University strategic goals.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:
This role reports to the Manager, Student Services and supervises the Student Services team, overseeing the day-to-day provision of high quality, professional advice on all student administration matters, delivering excellence in service delivery and building professional relationships within the local area and across campus. The Deputy Manager works collaboratively with the Manager to develop and implement change initiatives related to student services, including student recruitment and administration.

Staff of the CBE Student Services team work in a self-motivated teamwork environment, with shared priorities during peak activity periods. Opportunities for job rotation are available as part of individual career planning and the ongoing assessment of operational needs.

Our College values of Excellence, Robustness, Respect, Collegiality and Unity represent what we care about collectively. We refer to our College values to guide behaviour that helps ensure that we are treating one another well and are working together in the most effective way possible. Our Values and Behaviours are available [here](#).

Role Statement:
Under broad direction, the Deputy Manager will:

- Provide effective supervision to the Student Services team members, ensuring that workloads are managed and all objectives and deadlines are met, supporting their career development and knowledge sharing and assisting the Manager in building a highly effective team.

- Coordinate the provision of responsive and expert advice to students, staff and senior management on student related matters throughout the student lifecycle including, but not limited to: admission and recruitment, enrolment, student mobility, prizes and scholarships, academic progress, higher degree by research matters, graduations, ensuring compliance with relevant legislation, policies, procedures and guidelines and adhering to a quality service delivery framework.

- Manage day-to-day operations, ensuring the development and maintenance of effective working relationships and networks with relevant areas of the University and external stakeholders. Manage strategically key relationships.

- Prepare strategic and operational reports and analytics, investigating issues and providing insightful recommendations on various student matters, to support the achievement of strategic and operational objectives.

- Implement and manage various initiatives as requested by the Manager, in accordance with strategic education plans and/or aimed at organisational culture, systems and processes, resulting in continuous improvement of services and student experience.
• Assist the Manager in the promotion to new University wide student administration and service related initiatives, coordinating the local area roll-out, if applicable, and participating in a range of activities, workgroups and networks across campus, as required. Assist the Manager in leading the Team through change.

• Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.

• Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling.

• To adhere to and model the CBE Values and Behaviours of Excellence, Robustness, Respect, Collegiality and Unity

SELECTION CRITERIA:

1. Progress towards relevant postgraduate qualifications and demonstrated experience in student administration, preferably in a tertiary environment or an equivalent combination of relevant experience and education/training.

2. Demonstrated understanding of contemporary administration and management practices and proven analytical, problem-solving and decision-making skills, including experience analysing data from multiple sources and making recommendations to inform operational plans to support strategic goals.

3. Proven ability to provide high-level advice and planning skills to support senior management with experience in implementing policies, procedures and strategic plans to improve outcomes. Demonstrated ability to manage strategically key relationships.

4. Demonstrated supervisory 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. Demonstrated ability to lead teams through change.

5. High level interpersonal and consultation skills with demonstrated effective communication skills and the ability to deliver oral presentations. Demonstrated experience developing comprehensive written documentation and reports, including local procedures and guidelines.

6. Demonstrated computer skills with experience using large enterprise systems and proficiency using the MsOffice suite. High-level skills in Excel and experience using Visio for complex business diagrams 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._

Supervisor/Delegate Name: Tanya Ali  
Date:

References:

Professional Staff Classification Descriptors

For assistance please contact HR Operations: hr.services@anu.edu.au