

POSITION DESCRIPTION

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| Position Title: | Business Specialist, Student Management |
| Business Unit: | Student Connect |
| Appointment Level: | UC8 |
| Reporting To: | Associate Director, Student Connect |
| Number of Direct Reports: | 0 |
| Delegation Band: | 7 |
| Position Number: | |

THE UNIVERSITY OF CANBERRA

The University of Canberra is a young University anchored in the national capital and works with government, business, and industry to serve our communities and nation. The University of Canberra challenges the status quo; always pursuing better ways to teach, learn, research, and add value – locally and internationally.

Our purpose is to provide education which offers high quality transformative experiences; to engage in research which makes a difference to the world around us; and to contribute to the building of just, prosperous, healthy, and sustainable communities.

The University of Canberra has recently established its long-term ambitions through its new decadal strategy: *Connected*. Through its three objectives (Connected to Canberra, Connected for life and Connected UC), the University of Canberra aims to build sustainable communities through deep collaborations that are locally focused and globally relevant, partner for life with our students to shape our economic, social and cultural futures and deliver an outstanding, digitally connected experience that removes barriers to accessing higher education.

OUR PURPOSE AND VALUES

Our [purpose and values](#) are the heart of this university. They describe our core identity: who we are and how we behave at the University of Canberra. They were developed by our people for our people.

GALAMBANY

Together we work to empower, connect and share knowledge with our people, cultures and places



BUSINESS UNIT OVERVIEW

Student Connect is responsible for providing a student enquiry service; administration of enrolments, fees, results, academic progression, scholarships and other services that support the student journey. The unit is also responsible for the management and organisation of key University events such as orientation, examinations and graduation ceremonies and the management of data and processes associated with student information systems.

Student Connect is tasked with ensuring a seamless and integrated experience is provided to all current students, using technology and business processes that are focused on the needs and expectations of our students and other key participants. The team works closely with relevant internal and external stakeholders to deliver a best practise service aimed at supporting and retaining students through a life-long education journey.

POSITION PURPOSE

Operating under broad direction, the Business Specialist – Student Management plays a critical role in identifying areas for improvement to enhance the efficiency and effectiveness of Student Connect systems and processes, focussing on driving business process improvements while ensuring quality student experience.

The position requires high-level communication skills to work in consultation with stakeholders and service providers to continuously review systems and processes and implement identified improvements ensuring quality outcomes are maintained for both students and staff.

PRIMARY RESPONSIBILITIES

The occupant of this position will be required to:

- Identify and document business requirements for enhancements and updates to key administrative processes of the student lifecycle including enrolments, fees, access to academic and support services, academic progression, course completion and graduation.
- Engage effectively with stakeholders across the University to gather feedback, understand pain points and
- Identify opportunities for improvement associated with existing student-facing systems, workflows and processes and their alignment across the student journey.
- Facilitate a culture of continuous improvement to achieve better outcomes for students and improve student satisfaction.
- Provide advice and direction regarding the development and implementation of new and improved business activities and processes.
- Communicate with stakeholders, pilot changes and continuously evaluate progress to achieve optimal outcomes.
- Make recommendations for policy and process changes, based on external benchmarking and identified best practice.
- Work with Data, Analytics and Insights to ensure the student systems and Student Connect processes are set up to facilitate government compliance reporting, and internal reporting supporting executive decision making.
- Provide general support across Student Connect during peak demand periods or to deliver significant project outcomes, as required.

KEY CAPABILITIES

| Key Capabilities | Descriptors |
|------------------------------------|--|
| 1. Leadership | <p>1.1 Proactively addresses challenging issues and takes responsibility for seeing issues through. Assist team members to recognise barriers and overcome them.</p> <p>1.2 Connects the University Strategic Plan with the Portfolio and reinforces connections with other staff.</p> <p>1.3 Builds and communicates a clear and compelling path for others to choose to be committed and engaged.</p> <p>1.4 Champions and role models effective change while working to engage and enthuse others to embrace a vision of change.</p> |
| 2. Effective Communication | <p>2.1 Adjusts message and delivery appropriate to audience.</p> <p>2.2 Listens to others and effectively communicates ideas.</p> <p>2.3 Produces accurate and effective information in a timely and efficient manner.</p> <p>2.4 Influences and negotiates persuasively.</p> |
| 3. Collaboration | <p>3.1 Creates opportunities for communities of work colleagues.</p> <p>3.2 Looks beyond self and immediate team to add value to the whole University.</p> <p>3.3 Develops relationships with external parties. Seeks and acts on opportunities to connect external parties and partners to the University.</p> |
| 4. Delivers results | <p>4.1 Delivers on agreed outcomes and escalates issues as appropriate.</p> <p>4.2 Identifies opportunities to improve processes and takes opportunities to problem solve to deliver outcomes.</p> <p>4.3 Responds effectively to changing circumstances and prioritises.</p> |
| 5. Business Acumen | <p>5.1 Understands the purpose of own position and how this contributes to the objectives of the University.</p> <p>5.2 Manages resources effectively.</p> <p>5.3 Understands the commercial context the University operates in.</p> |
| 6. Service | <p>6.1 Delivers seamless customer focused service underpinned by simplified and efficient processes.</p> <p>6.2 Understands and anticipates the needs of our students and partners and can convert these into commercial outcomes.</p> |
| 7. Digital Literacy and Innovation | <p>7.1 Demonstrates the ability to work fluently across a range of tools platforms and applications to achieve complex tasks.</p> <p>7.2 Demonstrates the capacity to adopt and develop new practices with digital technology in different settings; to use digital technologies in developing new ideas, projects, and opportunities.</p> <p>7.3 Incorporates digital literacy skills into own learning and the learning of others e.g., students, peers, supervisees.</p> <p>7.4 Appreciates the legal, ethical and security guidelines in the management, access and use of data.</p> |

Note: This position requires a skill level that assumes knowledge or training equivalent to graduate qualifications, or extensive relevant experience, or an equivalent combination of relevant experience and/or education/training.

While at work, you must take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons. This includes:

- comply, so far as you are reasonably able, with any reasonable instruction that is given by the University to comply with the WHS Legislation
 - cooperate with any reasonable policy or procedure of the University relating to health or safety at the workplace that has been notified to workers
 - assume any additional duties as outlined in the WHS Procedure: Resources, Responsibility and Accountability
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