POSITION DESCRIPTION

Senior Manager, UNSW Online

Position Summary
The Senior Manager, UNSW Online is a key leadership position within the Educational Innovation Pillar of the Pro Vice-Chancellor Education & Student Experience. This role leads the strategy, operations and relationship management for the UNSW Online Programs in alignment with UNSW’s Strategy 2025.

This role will work collaboratively with leaders and staff across the portfolio and UNSW faculties to enhance the digital student experience consistent with UNSW 2025 Strategy through leadership and management of strategic partnerships, projects, activities and resources for the provision of fully online programs in the University.

The Senior Manager, UNSW Online reports to the Director, Educational Delivery and has 4 direct reports.

Accountabilities
Specific accountabilities for this role include:

- Provide strategic advice and support to the Director, Educational Delivery and Director, Educational Innovation, and lead the implementation of plans to enhance the University’s online education brand and presence and ensure consistent growth in the number of students studying in fully online program offerings.

- Provide leadership and strategic direction on the administrative and technical operational issues associated with the design and delivery of fully online courses and program to ensure smooth operation and continuous improvement of the UNSW Online team.

- Lead on the establishment and proactive maintenance of strong networks and active partnerships with UNSW faculties, schools, divisions and portfolios to build their online design and delivery capability.

- Oversee the management of all activities relating to the ongoing development of UNSW’s capabilities (systems and processes) in the support of online students.
• Ensure that online UNSW programs are aligned with delivery on the UNSW educational excellence and student experience as set out in UNSW Strategy 2025.

• Manage strategic partnerships and oversee the management of the third-party agreements and ensure they are properly documented and executed, compliant with legislative requirements and are in the best interests of UNSW.

• Lead the development, implementation, review, evaluation and improvement of online programs and initiatives relevant to fully online course and program design and delivery to maximise learning and teaching outcomes and the student experience.

• Work closely with the Director, Educational Innovation and PVCESE Office staff, central HR and Finance services contributing to the day-to-day operational management of the UNSW Online team, including human resources, budget, reporting for strategic initiatives and business processes necessary to deliver and maintain services deployed by the area.

• Oversee the management of the various processes and procedures relating to fully online learning and ensure the UNSW Online team is able to provide expert advice on a range of educational technology issues and solutions.

• Prepare and manage funding submissions and reports for related projects, as required.

• Keep updated with emerging educational digital technologies and environments and associated support services, relevant legislation, regulation, policy, and external partnerships.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Implement all health and safety policies and procedures of the university within your area of responsibility and take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others.

Skills and Experience

• Relevant tertiary qualification with substantial relevant experience or equivalent competence gained through any combination of education, training and experience. Experience in an area relevant to fully online course and program design and delivery and in higher education or a similar environment would be a distinct advantage.

• Substantial experience in and a thorough understanding of the higher education environment and online education issues relating to digital teaching and learning in the tertiary education environment and the key issues currently impacting online programs particularly in relation to both staff and students.

• Demonstrated success managing strategic partnerships agreements, contracts and services related to online delivery to support educational strategies and initiatives.

• Significant experience in leading, managing and coordinating the lifecycle of academic programs and related services to ensure optimal operation and usage at an institutional level.

• Demonstrated leadership skills with the capacity to think strategically, develop experimental research capacity and lead institution-wide change.

• Exceptional interpersonal, communication, negotiation, and problem-solving skills with a strong commitment to providing excellent customer service, including the ability to build, liaise with, support and maintain effective collaborative professional relationships with University staff and external stakeholders.

• Significant leadership and team management skills with demonstrated success in developing and fostering teamwork and contributing positively as a senior team member to enable and ensure the achievement of team and organisational goals.

• Demonstrated success in leadership and effective financial management skills with the ability to work collaboratively with specialist staff to manage and report on allocated budgets.
• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines
• Ability and capacity to implement required UNSW Health and safety policies and procedures.

Pre-Employment checks required for this Position

• Verification of qualifications
• Working with Children Check

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.