POSITION DESCRIPTION

Candidature Management Officer

Position Level | 7
Faculty/Division | Division of Research & Enterprise
Position Number | 00088320
Original document creation | 11/09/20

Position Summary

The Candidature Management Officer is responsible for providing high level HDR Candidate support services and administration within the portfolio of the PVC Research Training & Entrepreneurship.

The role entails providing advice, support and services to HDR candidates, supervisors and the broader UNSW community throughout the HDR lifecycle to improve researcher outcomes and enhance researcher experience.

The role reports to the HDR Candidature Manager, supporting the PVC Research Training and Entrepreneurship and the Director, Graduate Research School (GRS), and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide high quality, expert advice and support to HDR candidates, supervisors and key stakeholders on all aspects of the HDR candidature lifecycle.
- Develop and maintain a high level of expertise and knowledge of University and government policies and procedures as they relate to HDR candidatures and scholarships.
- Process routine and complex requests for enrolments, candidature/scholarship variations, research progress reviews, and produce complex correspondence ensuring a high level of accuracy and professionalism.
- Provide management reports on HDR candidature matters, including analysing data to identify and manage overtime candidatures, lapsed candidatures, scholarship payments and other quality control processes relating to candidature management and scholarships.
• Develop, implement and maintain systems and procedures to ensure a consistent approach for general administration and support, including document and records management, to ensure compliance with relevant policies and procedures.

• Liaise with key staff within Faculties and Schools and relevant student services and support units, student fees and administration and other central units to manage candidate matters, including prioritising urgent and often sensitive matters.

• Develop a clear understanding of decision-making structures within the GRS, especially when escalation of matters to senior management is appropriate.

• Proactively review policies, procedures and systems and make recommendations to senior management with a view to continuous quality improvement of GRS service provision.

• Provide senior administrative support to Faculty Higher Degree Committees (HDC), Associate Deans of Research Training (or equivalent), Postgraduate Coordinators and other key stakeholders on HDR candidature matters, cases for agendas, minutes and post HDC official correspondence.

• Provide system support for University staff members from schools and faculties using HDR management systems

• Manage and support the delivery of GRS projects, initiatives and other ad hoc programs as required.

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

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.

• Excellent time management and organisational skills, and the ability to work well under pressure and manage multiple tasks with competing deadlines.

• Exceptional verbal and written communication skills with a proven ability to develop and maintain positive professional working relationships with colleagues, supervisors and key internal and external stakeholders

• Demonstrated experience providing effective customer service and support to stakeholders at all levels in a complex changing environment.

• Proven ability to interpret, apply and clearly and concisely communicate complex policy and procedures to internal and external stakeholders.

• Demonstrated track record in using large databases to process information and extract data, and experience in analysing and interpreting student data, including proficiency in computer literacy with excellent skills in Microsoft Office applications.

• Demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.

• Ability to plan, organise and co-ordinate projects and tasks.

• A track record in contributing ideas and implementing quality improvement initiatives.
• Demonstrated ability to exercise good judgement in decision-making and referral of matters to senior management where appropriate.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

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.