Position Description
Manager, Student Development

Position Level: 8
Faculty/Division: DVC-Academic & Student Life
Position Number: 00075878
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Position Summary

The Manager, Student Development, plays a key role within the Pro Vice-Chancellor Education & Student Experience Portfolio by providing strong management and leadership in the development, implementation, and continuous improvement of innovative student development programs and practices.

The role entails working closely with the Team Lead, Student Development & Co-Curricular to design and develop, in collaboration with subject-matter experts (including academics and professional staff internally, and staff in external partner organisations), innovative and contemporary student development activities, modules, programs and practices to achieve an engaged student journey and excellent graduate outcomes at UNSW.

The role reports to the Team Lead, Student Development & Co-Curricular, and has 3 direct reports.

Accountabilities

Specific accountabilities for this role include:

- Work collaboratively with subject-matter experts (including academics and professional staff internally, and staff in external partner organisations) to develop undergraduate and postgraduate student development programs and practices, incorporating effective delivery strategies in engaging and accessible content formats, aligning learning and development activities, with feedback and validation metrics.

- Design and develop quality student development activities, modules, programs and courses in collaboration with subject-matter experts, using proven personal and professional development pedagogies and strategies to improve graduate outcomes.
• Collaboratively drive the delivery of the Career Discovery Mentoring Program, UNSW Leadership Program, Launch Your Career series, UNSW Hero Program, Professional Development Program (PDP), and (as requested) other programs and initiatives delivered by the Employability Theme.
• Develop strong relationships with key internal and external stakeholders through consultation, collaboration, and co-design, and provide advice on student development planning and activities to Divisional, Faculty, and School stakeholders as requested.
• Manage and develop a team of staff, and on occasion student casuals, to work with students as partners and ensure accountability and continual development for staff and the team.
• Develop and manage effective communications with key stakeholders, both internal and external, to achieve successful delivery of the student development programs and practices.
• Support the Team Lead, Student Development & Co-Curricular, and the Head, Employability, to provide proactive advice and solution-focused action in a timely and accurate manner.
• Coordinate and liaise between the teams within the Employability Theme to facilitate a cohesive approach to program design, delivery, and continuous improvement.
• Work closely with the Team Lead, to liaise and coordinate the activities of the Employability Support Officers in relation to program, initiative, and event delivery, and student communications and activation.
• 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.
• Demonstrated experience in designing, developing and implementing learning and development programs, ideally both in relation to personal development and professional development programs in an applied context.
• Demonstrated experience designing and coordinating program delivery that includes online interactive modules and in-person delivery components.
• Ability to effectively manage a team through complex programs, projects, and initiatives and to effectively diffuse potential areas of dispute and/or conflict.
• Demonstrated experience in the management of project deliverables and accountabilities with proven ability to develop documentation, achieve timelines and objectives, and engage senior leaders and stakeholders.
• Demonstrated analytical and problem-solving skills, with an ability to summarise key issues, develop innovative solutions and produce high-level outcomes in both autonomous and team-based activities.
• Superior written and verbal communication skills and the proven ability to influence and negotiate with stakeholders to achieve successful outcomes.
• Sound stakeholder management skills, with the ability to influence senior management and liaise effectively with a range of stakeholders to ensure successful outcomes, alongside a high-performance mindset.

• Proven organisational skills and the ability to operate autonomously while demonstrating strong initiative and a proactive approach to deal with multiple tasks, establish priorities and meet deadlines.

• 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.