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POSITION DESCRIPTION

Lead, Coaching and Development

Position Level	9
Faculty/Division	DVC-Academic & Student Life
Position Number	00035567
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Position Summary

The Lead, Coaching and Development plays a key role within the Pro Vice-Chancellor Education & Student Experience Portfolio, Experience Pillar, Employability Theme in providing strategic and operational leadership and driving the design, development, delivery, and continuous improvement of coaching and development programs and initiatives.

The role leads the Coaching and Development teams and collaborates with other Leads within the Employability Theme to ensure an engaged, supported, and clear personal and professional development journey for UNSW students and alumni. This involves the provision of high-level advice, development and implementation of strategic communications, and the design, development, implementation, delivery and evaluation of initiatives and programs.

The role reports to the Head of Employability and has three direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide high-level advice on a range of strategic and operational matters relevant to career coaching, student and alumni development, and employability.
- Lead the design, development, implementation, delivery and continuous improvement of career coaching, and student and alumni development by providing significant input, oversight and strategic influence in the development and delivery of new programs and initiatives, and continuous improvement and revision of existing activities.

- Develop and maintain strong relationships with key internal and external stakeholders to ensure staff are well informed and knowledgeable about career coaching, and student and alumni development programs and initiatives, including their delivery and enhancement, systems, support and resources, initiatives and opportunities.
- Maintain a high-performance mindset and provide leadership and direction to the career coaching, and student and alumni development, teams to develop and foster collaboration, mentor individuals and promote an environment of innovation and continuous improvement in the provision of an engaged student journey.
- Develop and interpret key reporting and analytics on student experience, program and/or initiative data.
- Lead, manage and deliver projects from concept to close, on time and to budget, with effective project management methodology that includes scoping, stakeholder management, monitoring budgets, communication plans, identifying and mitigating risk, reporting and evaluation.
- Interpret and manage requirements and deliverables set out by the Head of Employability and provide proactive strategic advice and solution-focused action in a timely and accurate manner.
- Lead initiatives, in cooperation with relevant teams, to facilitate an engaged student and alumni journey to deliver effective student communication, participation, recruitment, and outcomes within the Employability Theme.
- 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.
- Extensive experience, at a senior level, in managing career coaching and/or student and alumni development programs and initiatives, including innovation, quality assurance, and continuous improvement.
- High-level leadership, influencing and negotiation skills, and proven ability to engage effectively with diverse stakeholders and teams, alongside a high-performance mindset.
- Significant experience in developing, delivering and continually improving initiatives, programs, processes, and systems.
- Excellent interpersonal, written, and verbal communication skills, with a high level of attention to detail for deliverables produced, including significant experience in writing high-quality analysis, submissions, reports and recommendations.

- Demonstrated experience working with stakeholders at all levels of seniority and an ability to gain consensus and commitment from others including the ability to identify and effectively diffuse potential areas of dispute and/or conflict.
- Extensive operational management skills including planning, priority setting, and staff management, as well as excellent time management skills with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- Significant leadership and team management skills with demonstrated experience in motivating, managing, coaching, developing multi-disciplinary teams and fostering teamwork.
- Demonstrated project management success in working independently, and as a leader, in co-ordinating staff, resources, time and budget, to deliver quality outcomes to meet strategic goals.
- 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.