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Head, Student Hub

Faculty/Division

Division of Education and Student Experience

Classification Level

Professional TFR

Hours & Span (Category)

G - Administrative, Clerical, Computing, Professional & Research Staff

Position number

00061289

Shiftwork status

NOT SHIFTWORKER

Allowances

[Click or tap here to enter text.](#)

On call arrangements

[Click or tap here to enter text.](#)

Original document creation

10 November 2020

Position Summary

The Head of Student Hub Management will be a key member of the Registrar & Student Services (RaSS) Leadership Group and make a proactive contribution to the culture and goals of the University. The role will support the establishment and ongoing development of both the physical and digital entities currently known as the 'Student Hub'. The Hub will be the first point of contact for students to receive advice, assistance and support on student service-related enquiries and transactions.

The Head of Student Hub Management will ensure that there is ongoing partnership with key stakeholders to ensure synergy and appropriate channelling and timing of communications to enrich the University's engagement with its student body.

The role of Head of Student Hub Management will report into the Registrar & Director, Student Services, and has two direct reports

Accountabilities

Specific accountabilities for this role include:

- Provide overall strategic direction and leadership for the shared student services model, particularly in relation to customer service including; oversight of budget, service standards, resourcing plans, process improvements and ways of working.
- Provide vision to create and develop a team of highly motivated and customer-centric, skilled professionals, who are collaborative in approach, and consistently strive to deliver high quality services and solutions that benefit the student experience.

- Provide strong leadership and guidance on the activities of the Student Hub, to ensure stakeholder expectations and services standards are met.
- Oversee and direct the development of relevant service catalogues and other information relating to service delivery (e.g. Knowledge Base Articles, and content for relevant websites), and establish appropriate governance mechanisms for their review.
- Drive service improvement through the delivery of digital solutions.
- Lead the development, tracking and improvement of metrics for enquiry volume, resolution time and student satisfaction. Monitor service delivery and provide reporting analytics against various KPIs.
- Establish a culture of evidence-based practice and reporting, to provide greater transparency on student service activities and implement risk management practices to identify and manage issues to be addressed.
- Establish staff performance objectives, monitor performance against those objectives, provide regular feedback, undertake performance counselling as appropriate, and develop staff to their full potential.
- Deputise for the Registrar & Director, Student Services, when required
- 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.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).

Skills and Experience

- A tertiary qualification, together with a minimum of 5 years' experience of leading a service centre, preferably within a large/complex organisation.
- Extensive knowledge and understanding of how a university environment works, and of how the various processes, functions and structures operate independently, as well as in conjunction with each other, to deliver services to students.
- Proven effective and successful ability to plan and lead change, to analyse organisational needs, and develop solutions that meet strategic and operational requirements.
- Successful track record of managing multiple, complex initiatives, coupled with a genuine passion for the delivery of excellent customer service.
- Outstanding communication and relationship management skills (directly and through leading a team), with a demonstrable track record of fostering and maintaining strong and successful internal and external networks, supporting successful organisational outcomes.
- Superior leadership skills, with demonstrated ability to create and lead a high performing team by motivating, coaching and managing staff to develop a client-focussed work culture and achieve organisational goals in a complex environment.
- Strong commitment to driving high quality services and operations within a culture of continuous improvement and service transformation, with demonstrated success in creating impact and change.
- Demonstrated skills in the use and user level understanding of a range of computer applications and systems. Some familiarity with large database systems (preferably relating to client records), and the use of CRMs to support service delivery.

- Experience of delivering digital solutions to support service and process improvements.
- Financial acumen and demonstrated experience in managing complex budgets and project funding.
- Ability and capacity to direct and monitor the implementation and effectiveness of the safety management system.

Special Requirements:

- Requirement to work during the Christmas/New Year period.
- Occasional weekend and after-hours work.

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.