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POSITION DESCRIPTION

Head, Student Life

Faculty/Division	Division of Education & Student Experience
Classification Level	Professional TFR
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	00087916
Shiftwork status	NOT SHIFTWORKER
Allowances	N/A
On call arrangements	Yes
Original document creation	1 July 2024

Position Summary

The Head of Student Life is a pivotal leadership role within the Pro Vice-Chancellor Student Success portfolio, providing strategic and operational direction for the Student Life strategy. This role collaborates with Faculties, Schools, and Divisions to deliver comprehensive support, services, and activities that enhance the 'outside of the classroom' student experience and foster a sense of belonging. The position focuses on specialized co-curricular support, including student-centred orientation, transition, engagement, development and support tailored to the needs of diverse student groups, such as international students, Indigenous students, and those from disadvantaged backgrounds.

Leading a team of multidisciplinary professionals, the Head of Student Life is responsible for developing and delivering personal, cultural, financial, and social support services to ensure all students can navigate and thrive at UNSW. This role requires close collaboration with portfolio leadership, including the UNSW Health Service and Psychology & Wellness, to implement a stepped care model for at-risk students and with the Head of Student Learning for equitable academic support. Additionally, the Head of Student Life provides high-level expert advice across the division and faculties, plays a crucial role in the Critical Incident Management Team, and ensures responses to critical student incidents align with university policies and procedures.

The Head, Student Life reports to the Pro-Vice Chancellor, Student Success and has 4 direct reports.

Accountabilities

Specific accountabilities for this role include:

- Provide strategic and operational leadership to the Student Support, Student Compliance, and Student Engagement teams, ensuring alignment with UNSW's student experience objectives and KPIs.
- Provide high-level, expert advice to the Pro Vice-Chancellor and senior stakeholders on critical incident management, international student compliance, and support.
- Lead the strategic development and delivery of specialized support for students from various cohort groups facing adverse personal circumstances and welfare concerns, including crisis and case management for at-risk students.
- Oversee multi-dimensional case management processes for at-risk and vulnerable students in collaboration with university support teams.
- Lead the development and implementation of innovative programs and initiatives to increase participation and enrich the student experience and sense of belonging, especially for international and equity cohort students, in alignment with university objectives and in collaboration with relevant staff, divisions and faculties.
- Act as a key member of the Critical Incident Management Team, liaising with students and their families, NSW Police, Maroubra La Perouse Aboriginal Community (LAC), Consulates, UNSW Security, and other authorities to ensure student safety and wellbeing during critical and other incidents.
- Develop cohort specific co-curricular engagement opportunities and initiatives for students at various stages of their UNSW journey to foster a stronger sense of belonging with the University.
- Lead the International Student Compliance team, and provide expert advice in relation to, managing processes related to student visa requirements and foreign government scholarship students, in alignment with the Education Services for Overseas Students (ESOS) framework and legislation.
- Oversee the UNSW specialist off-campus accommodation service (OCAS), supporting students, particularly international students, to safely navigate the NSW rental market and securing accommodation.
- Foster collaborative relationships with internal stakeholders, including Psychology & Wellness, the UNSW Health Service, on-campus Student Accommodation, Student Learning and Employability along with student leadership groups, Arc, Faculties, Schools, and Divisions.
- Implement data-driven approaches to assess the effectiveness of initiatives, making data-informed decisions for continuous improvement, including a pro-active and systematic approach to collecting student and faculty feedback.
- Effectively allocate and manage resources, including budgets and staff to ensure the delivery of sustainable, high-quality initiatives, including management of the day-to-day operations alongside the strategic development of future state proposals.
- Stay updated on national and international trends in student support services, legislation, policy, and external partnerships, and participate in relevant initiatives led by the UNSW Office of Global Affairs.
- Lead and develop a high-performing and thriving team, fostering a culture of continuous learning, growth, and innovation, consistent with the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).

- Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience

- Relevant tertiary qualification with substantial relevant experience or equivalent competence gained through any combination of education, training, and experience, in a transnational education (TNE) environment in an Australian context would be a distinct advantage.
- Substantial experience in and a thorough understanding of issues facing tertiary education students of a diverse range of equity backgrounds and the key issues currently impacting delivery of support and services particularly in relation to both domestic and international students.
- Strong discipline knowledge in the conceptual frameworks for social work, crisis management and case management of vulnerable or at-risk students particularly in the university environment.
- Demonstrated experience and success in leading change through the development and implementation of institution-wide strategy for student support and co-curricular student engagement and development.
- Significant experience in the development and implementation of programs, policies, and initiatives to enhance the student experience through student support and co-curricular engagement and development, including with government, industry, and community partners locally and overseas.
- Exceptional interpersonal, communication and negotiation skills with a strong commitment to providing excellent student-centred service, including the ability to build, liaise with, support, and maintain effective collaborative professional relationships with 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.
- Effective financial management skills and the ability to work collaboratively with specialist staff to manage and report on initiatives against allocated budgets.
- Knowledge and/or understanding of the relevant legislative and regulatory requirements and associated funding relating to the provision of students support to international and domestic students.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

- Verification of qualifications

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.