



# Position Description

<b>Position Title:</b>	Manager, Student Administration
<b>Classification:</b>	Senior Manager 1 (Administration)

## PURPOSE STATEMENT

The Manager, Student Administration plays a key advisory role to the College executive on all student-related matters, providing high level, operational and strategic advice, guidance and support in the development, design and implementation of student administration services throughout the student lifecycle. The Manager, Student Administration manages complex matters and ensures the delivery of high quality, robust and flexible services to students and staff.

The University is changing the delivery of student services and our College is committed to streamlining and introducing innovative new services that meet the needs of the College's diverse student body, including by optimising the use of technology. The Manager, Student Administration will be responsible for leading a large team through this change agenda and managing relationships to ensure the delivery of outcomes.

## KEY ACCOUNTABILITY AREAS

### Position Dimension & Relationships:

The Manager, Student Administration reports to the College General Manager. The Manager, Student Administration, leads the Student Administration team to deliver high quality and timely student services. The Manager, Student Administration also works closely with the Associate Dean (Education), academic program Sub-Deans and Heads of Schools, University Student Administration, and Student Recruitment to deliver on outcomes. The Manager, Student Administration, develops and implements initiatives related to student services, including student recruitment and administration.

### Role Statement:

Under broad direction, the Manager, Student Administration will:

1. Provide effective leadership to the Student Administration team, ensuring that workloads are managed, knowledge is shared and all objectives and deadlines are met.
2. Lead change and innovation initiatives to improve the organisational culture, systems and processes resulting in continuous improvements of services and the student experience.
3. Work collaboratively with internal and external stakeholders to ensure student administration services are aligned with the strategic and operational goals of the College and University, and are optimised for the needs of the College's diverse student body.
4. Coordinate the provision of strategic, responsive and expert advice to senior management, students and staff.
5. Manage curriculum changes in accordance with University policy and process,
6. Prepare strategic and operational reports and analytics, investigating issues and providing strategic and operational recommendations on various student related matters and develop plans to support the achievement of the area's objectives.
7. Foster a high performing team within the Student Administration Office, including identifying and supporting relevant career development goals.
8. Promote and contribute to activities, workgroups, projects and networks across campus, as required.
9. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
10. Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling.

**SELECTION CRITERIA:**

1. Relevant qualifications and demonstrated management experience, preferably in a tertiary environment or an equivalent combination of relevant experience and education/ training.
2. Proven ability to provide strategic and operational advice to support senior management in the planning, development and implementation of policies, procedures and operational plans to deliver outcomes to support strategic goals.
3. Demonstrated ability to lead change and implement initiatives to improve organisational culture, systems and processes.
4. Demonstrated people management and engagement experience in a culturally diverse environment.
5. Ability to prioritise workloads and to lead a team to deliver on challenging objectives in a timely manner and on budget.
6. High level communication and interpersonal skills, including liaison and consultation to build trusting and collaborative relationships with multiple stakeholders.
7. Demonstrated experience in developing and delivering written documentation including reports, local policies, and procedures.
8. Demonstrated computer skills with experience using large enterprise systems, developing effective interplay between enterprise systems and local requirements, and proficiency using the MsOffice suite, including Word, Excel and Visio..
9. A demonstrated high-level of understanding of equal opportunity principles and occupational health and safety and a commitment to their application in a university context.

**References:** [Professional Staff Classification Descriptors](#)