|  |  |
| --- | --- |
| ANU_LOGO_mono black_FA.jpg | Position Description |

|  |  |
| --- | --- |
| **Position Title:** | Manager, Student Services |
| **Classification:** | Senior Manager 1 (Administration) |

|  |
| --- |
| **PURPOSE STATEMENT**  The Manager, Student Services is the principal advisor 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 services throughout the student lifecycle. The Manager 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 improving its services. The Manager will be responsible for leading a team through this change agenda and managing relationships to ensure the delivery of outcomes.  **KEY ACCOUNTABILITY AREAS**  **Position Dimension & Relationships:**  The position reports to the College General Manager, who has overall responsibility for the administrative and professional functions of the College. The position also has a ‘dotted line’ relationship with the Associate Dean (Education), who has overall responsibility for students and academic programs within the College. Under the broad direction of the College General Manager and the Associate Dean (Education), the Manager leads the Student Services team to deliver high quality and timely student services. The Manager also works closely with University Student Administration, the Director of Engaged Learning, Director of Students and Learning, International and National Marketing and Student Recruitment Managers to deliver on outcomes. The Manager, Student Services, develops and implements change initiatives related to student services, including student recruitment and administration.  **Role Statement:**  Under broad direction, the Manager, Student Services will:   1. Provide effective leadership to the Student Services 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 improvement of services and the student experience. 3. Work collaboratively with internal and external stakeholders to ensure student services are aligned with the strategic and operational goals of the College and University. 4. Coordinate the provision of strategic, responsive and expert advice to senior management, students and staff. 5. Maintain currency in developments in the provision of high quality student services, including undertaking professional development. 6. Manage curriculum changes through College and University governance arrangements. 7. Prepare strategic and operational reports and analytics, to keep the College executive and other relevant stakeholders informed. 8. Foster a high performing team within the Student Services Office, including identifying and supporting relevant career development goals 9. Deliver outcomes in accordance with University policies, procedures and relevant legislation. 10. Promote and contribute to activities, workgroups, projects and networks across campus, as required. 11. 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 or demonstrated management experience, preferably in a tertiary environment. 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, policies and procedures. 8. Demonstrated analytical, problem-solving and decision-making skills. 9. Demonstrated computer skills with experience using large enterprise systems and proficiency using the MsOffice suite including word, excel and Visio. 10. Demonstrated 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](http://hr.anu.edu.au/employment-at-anu/enterprise-agreement/2013-2016/schedule-5-professional-staff-classification-descriptiors) |