



Position Description

Position Title:	Manager, CBE Education and Experience
Classification:	Senior Manager 2
No. of direct reports:	5 (28 staff in total)
Delegations:	D8 and Delegated Authority

PURPOSE STATEMENT

The Manager, CBE Education and Experience, is the key strategic advisor to senior management on all student service related matters, providing high level, operational and strategic advice, guidance and support to senior management in the development, design and implementation of student administration practices and service delivery throughout the student lifecycle. The Manager has full leadership and management responsibility for the CBE Education Portfolio which includes five sub-teams – Prizes and Scholarships, Student Services, Student Employability, Governance and Education Innovation.

The Manager provides significant input to the College Education and Executive Committees' planning, decision making and strategy development processes. The position provides strategic overview and subject matter expertise on all matters relating to student experience and progression. The position with manage staff resources flexibly to conceptualise, develop and deliver on strategies and initiatives to ensure the best possible experience for students.

KEY ACCOUNTABILITY AREAS

Position Dimension & Relationships:

The Manager has budget and staff management responsibility for the CBE Education Portfolio. The position is the key strategic advisor to the College Executive and senior University stakeholders on all areas of education strategy, administration and student-facing services.

The position is a member of the College's professional services management team. The position will work closely with the Associate Dean (Education), the four Research School Directors, the Director of Engaged Learning and Director of Students and Learning. The Manager is expected to cultivate strategic relationships with external education partners, industry and government stakeholders.

Role Statement:

Under broad direction, the Manager, CBE Education and Experience will:

1. Function as a key strategic advisory role to the College Executive and senior University stakeholders on all matters concerning education strategy, administration and student-facing services.
2. Provide effective leadership, management and strategic direction to the five sub-teams of the CBE Education portfolio, ensuring that workloads are managed and all objectives and deadlines are met, supporting their career development and knowledge sharing and building a highly performing team.
3. Lead change and innovation initiatives to continuously improve the organisational culture and processes in all areas of the CBE Education portfolio.
4. Influence, conceptualise, design and implement strategies and policies that guide student service delivery in order to ensure the best possible experience for students.
5. Foster strong relationships with stakeholders and peers in the College, ANU Student Division teams, other government and industry institutions and actively represent the College in formal committees, meetings, working parties, conferences and other forums.
6. Produce high quality executive level reporting and analysis with strategic and operational recommendations on various student related matters.
7. Plan for the annual student services lifecycle across all sub-teams within the portfolio and deploy team resources flexibly in order to meet peak demands in different functions and at different times.
8. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
9. 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 postgraduate qualifications and relevant extensive management experience. Experience in the higher education sector will be beneficial.
2. Significant experience in the development of strategic planning to support an organisational mission and values and the delivery of key outcomes through the design and implementation of major initiatives.
3. Evidence of ability to cultivate and maintain strong working partnerships with a diverse range of stakeholders within, and outside of the University, including the ability to inform, negotiate and persuade on complex matters.
4. Outstanding communication skills and demonstrated experience in the provision of advice to senior management, including the preparation of high quality written materials for a variety of audiences.
5. Demonstrated ability to lead change and innovation initiatives to improve organisational culture and processes.
6. Demonstrated people management and engagement experience in a culturally diverse environment, with an ability to coach and mentor staff, to prioritise workloads and to lead teams to deliver on challenging objectives in a timely manner and on budget.
7. 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](#)