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| **College/Division:** | College of Asia and the Pacific (CAP) |
| **Faculty/School/Centre:** | Education Services |
| **Position Title:**  | Manager, Education Services |
| **Classification:** | Senior Manager 1 (Administration) |
| **Position No:** |  |
| **Responsible to:** | College General Manager, CAP |
| **Number of positions that report to this role:** | 3 |
| **Delegation(s) Assigned:** | D5 |

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| **PURPOSE STATEMENT**The ANU College of Asia and the Pacific leads intellectual engagement with the Asia-Pacific region through research, teaching and contributions to public debate, and seeks to set the international standard for scholarship concerning the region.The Manager, Education Services is the principal advisor to the College’s senior management on all Education service related matters. The Manager provides high level, operational and strategic advice, guidance and support to senior management in the development, design and implementation of student and programme administration practices and service delivery. The Manager, Education Services manages complex matters related to education administration and ensures the delivery of high quality, robust and flexible services to students and staff supporting the achievement of the University’s strategic goals.**KEY ACCOUNTABILITY AREAS****Position Dimension & Relationships:** The Manager, Education Services manages three teams, (Student Services, Digital Education Support and Education Governance), whilst working in close collaboration with senior management. The Manager, Education Services will be responsible for providing high-quality, strategic and operational advice and support on all education and student related matters, building professional relationships with internal and external stakeholders and promoting excellence in service delivery. **Role Statement:**Under broad direction, the Manager, Education Services will:1. Provide effective leadership, management and engagement to the education services team members, 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.
2. Ensure that strategic, responsive and expert advice is provided to senior management, students and staff on education related matters including, but not limited to: admission, enrolment, academic progress, coursework scholarships, quality assurance, timetabling, higher degree by research, examinations, graduations, programme registrations and digital education, ensuring compliance with relevant legislation, policies, procedures and guidelines adhering to a quality service delivery framework.
3. Strategically manage education services in guiding the College’s programs and courses through University Education Committee and the Academic Board as appropriate. Ensuring the accurate and timely updating relevant websites and various publication material in relation to course and program information.
4. Prepare strategic and operational reports and analytics, investigating issues and providing strategic and operational recommendations on various student and education related matters and develop strategic and operational plans to support the achievement of the area’s objectives.
5. Design, implement and manage various initiatives in accordance with strategic education plans aimed at improving education practices and processes, with a commitment to continuous improvement.
6. Create an environment which ensures the effective delivery of education services to meet institutional and local requirements, developing and evaluating practices and procedural arrangements to improve outcomes, ensuring adherence to all University policies, procedures and relevant legislation, and the development and maintenance of effective working relationships and networks across campus and with external stakeholders.
7. Perform an effective liaison role for University wide initiatives related to education and services, promoting them and managing the local area consultation and roll-out, if applicable, and participate in a range of activities, workgroups and networks across campus, as required.
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.
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| **SELECTION CRITERIA:**1. Relevant postgraduate qualifications and demonstrated extensive management experience in an education 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 experience with contemporary administration and management practices or equivalent and proven analytical, problem-solving and decision-making skills, including experience analysing data from multiple sources and making recommendations to inform strategic and operational plans.
4. 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 the team to deliver on challenging objectives in a timely manner and on budget.
5. High level of interpersonal, liaison and consultation skills with demonstrated effective communication skills and the ability to deliver oral presentations. Demonstrated experience in developing and delivering comprehensive written documentation and reports, including local policies, procedures and guidelines.
6. Demonstrated computer skills with experience using large enterprise systems and proficiency using the MsOffice suite.
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.
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| **References:** [Professional Staff Classification Descriptors](http://hr.anu.edu.au/employment-at-anu/enterprise-agreement/2013-2016/schedule-5-professional-staff-classification-descriptiors) |