

POSITION TITLE	Manager Student Services
SERVICE AREA	Student Services
DIRECTORATE	Learning
REPORTS TO	Head Student Services
CLASSIFICATION	Manager
DATE APPROVED	June 2018

Role Purpose

As part of the mission of the Catholic Church in the Diocese of Parramatta, the Manager Student Services is accountable for providing leadership to the system in matters relating to the wellbeing and diverse learning needs of students.

FUNCTION SPECIFIC ACCOUNTABILITIES

The Manager - Student Services is accountable for:

- Provision of leadership to the Student Services team to ensure accountable and responsive services to schools, students and families
- Ensuring that students and schools receive quality services that are responsive, timely, efficient and coordinated
- Developing and implementing system-wide approaches and frameworks to address wellbeing, diversity and inclusion
- Working collaboratively with leaders, teachers and other stakeholders to develop coordinated wrap-around services for vulnerable students
- Leading the team in development and review processes that promote professional growth

LEVEL SPECIFIC ACCOUNTABILITIES

Catholic ethos

- Exemplify gospel values in their leadership and professional relationships
- Encourage staff to participate in formation opportunities

Strategic direction

- Contribute to the strategic direction of the system and work with Directors and Heads of Service on strategic planning for the relevant service team
- Collaborate with key stakeholders in the delivery of the Diocesan pastoral vision and services to schools

Team leadership and development

- Monitor progress of operational planning to meet identified strategic objectives
- Work with staff to ensure efficient and effective day-to-day delivery of key services
- Plan and implement continuous improvement and change initiatives within the relevant service team

People development

- Provide mentoring, regular performance feedback and coaching for staff in the relevant service team with a focus on continuous learning that is aligned with the culture and values of CEDP

Risk and compliance

- Monitor and manage key accountabilities, standards and processes within the relevant service team to mitigate risk
- Contribute to the development of procedures and best practice guidelines within the relevant service team and ensure compliance with policies and legislative requirements

Required Standards

The standards and expected level of proficiency are integral to the role and will be used as the basis for assessment of suitability and performance.

Standards Framework			
Standard group		Standard name	Expected level of proficiency
Behavioural	Individual	Self-Development / Continuous learning	E
		Adaptability	E
	Interpersonal	Collaboration and communication	E
		Responsibility and ownership	A
	Analytical	Planning, organising and problem solving	A
Leadership	Leadership	Delegation	E
		People development	E
		Leading a team	E
		Understanding of the organisation's mission	E
		Strategic positioning	A
Technical / Functional	Technical / functional	Attention to detail	A
		Knowledge & application of Policies, Procedures, and Processes	E
		Knowledge & application of Industry, Emerging Trends and good practice	E

Key: P = Proficient, S = Skilled, A = Advanced, E = Expert

Typical Experience and Qualifications

- Tertiary qualification in a relevant area of study
- Management and leadership experience
- Stakeholder management experience
- Negotiation, conflict management and interpersonal skills

Catholic Education Diocese of Parramatta is a modern working environment that requires the agility of staff to respond to a changing educational context and the needs of our communities. CEDP may amend the duties and responsibilities of staff in accordance with changing circumstances and business needs.