

Position Description



Position title:	Project Lead, Strategic Priority Project and Higher Education Participation and Partnerships Program (HEPPP)
School/Directorate/VCO:	Student Experience and Administration Services
Campus:	Mt Helen Campus. Travel between campuses may be required.
Time fraction:	Full-time
Employment mode:	Fixed term employment for 12 months
Mandatory directions:	Directions from Victoria's Chief Health Officer require all Victorian-based Federation University workers to be fully vaccinated, unless they are an Excepted Person as defined by the COVID-19 Mandatory Vaccination (Workers) Directions.
Further information from:	Teresa Tjia, Dean of Students and Registrar Telephone: 0438 895 428 Email: t.tjia@federation.edu.au
Recruitment number:	851056

Position summary

The Project Lead, Strategic Priority Project and Higher Education Participation and Partnerships Program (HEPPP) is a member of the senior team within the Student Experience and Administration Services (SEAS) Directorate.

The incumbent will provide strategic leadership and take initiative to improve data, analytics, processes and systems, ensuring compliance with regulatory requirements, fostering quality service and productive collaboration across the University. This senior role will work closely with other parts of the University and external stakeholders, particularly on improving student retention, higher education participation and the student experience.

Portfolio

The Student Experience and Administration Services (SEAS) Directorate is led by the Dean of Students and Registrar and is part of the Academic portfolio. SEAS oversees the provision of services across the whole student lifecycle from enquiry to graduation. The Directorate includes student engagement, employability, equity, wellbeing, student advocacy, learning and academic skills, as well as student administration services, and contact centres. The Directorate works collaboratively across the University and has close links with external stakeholders including employers, industry groups and the community.

SEAS was founded on a vision informed by sector best practice and service excellence, and is driven by the University's strategic goals. Our collective focus is to support and engage effectively with learners and prospective learners across their student journey. We strive to help our graduates to value life-long learning, achieve fulfilling careers and lives, and contribute to their communities. We provide personalised face-to-face and online services to meet individual needs, take a whole-of-person approach to supporting our students, and provide programs that equip graduates with essential skills to thrive in life after university.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the university's ambition as expressed in the 2021 - 2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Provide strategic leadership for the Student Retention Priority Project and HEPPP program, including monitoring progress and planning responsive actions and ensuring that goals and activities are closely aligned with the University's Strategic Plan and sector best practice.
2. Provide high-level oversight and leadership by building capability for teams across the university involved in student retention and HEPPP, and mentor staff members to achieve service excellence against quantitative and qualitative metrics.
3. Manage the Higher Education Participation and Partnerships Program (HEPPP), including government reporting, evaluation of programs and management of financial and other associated resources.
4. Provide high-level leadership, consultancy and guidance on best practice opportunities for the University's services, structure, new policies, processes and systems.
5. Oversee and monitor compliance with legal and regulatory standards, including, but not limited to, the Higher Education Services Framework (HESF) and the Education Services for Overseas Students (ESOS) Acts.
6. Develop, implement and provide high level analytical reports (retention, withdrawals and enrolments etc.) to respond to qualitative and quantitative evaluation measures in relation to continuous improvement of student retention and HEPPP for internal and external stakeholders, drawing meaningful and actionable insights from the data and provide recommendations.
7. Develop and embed a collaborative and innovative working environment, effectively working with students and staff across the university, as well as key external stakeholders.
8. Maintain and improve inclusive and empowering relationships with key areas of contact, such as the Academic Schools, Federation TAFE, Planning Office, SEAS and Global Professional School.
9. Support the Academic Schools and Federation TAFE with tactical plans, data analysis and reporting, and review of interventions, including the evaluation of effectiveness and impact of interventions.
10. Drive and oversee continuous business improvement opportunities and excellence by evaluating current processes, identifying and implementing ways to improve, including minimising duplication of processes and effort.

11. Lead the data driven personalised student engagement and intervention approach including automation and application of analytics.
12. Develop relevant student retention and higher education participation policies and procedures
13. Participate in and contribute to University committees as needed.
14. Reflect and embed the University's strategic purpose, priorities and goals.
15. Undertake the responsibilities of the position adhering to:
 - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Project Lead works under the broad direction of the Dean of Students and Registrar operating with a high overall degree of autonomy.

The incumbent will provide management of diverse activities in student retention and HEPPP across the university by setting goals and objectives with measurable performance outcomes. The Project Lead will be responsible for complex and high-level planning, management and reporting of multiple projects and data analytics with clear accountability for projects performance and the achievement of significant University strategic priorities.

The incumbent will provide advice and recommendations to the Dean of Students and Registrar in matters pertaining to retention and HEPPP, such as the formulation of new retention strategies and policies.

The Project Lead requires experience in project management, data analysis and program evaluation, and knowledge of legislative and regulatory requirements for Higher Education and Vocational Education and Training/TAFE.

The role requires significant stakeholder management, high levels of writing and analytical skills.

Position and Organisational relationships

The Project Lead is the key first contact point for a diverse range of stakeholders, and will work closely with other areas within SEAS, across the university, and also externally.

This position will foster innovative, empowering and collaborative relationships within the University Executive, SEAS Directorate, Academic Portfolio, Global and Engagement Portfolio, and the Directorates of Finance, Marketing, Corporate Communications and Government Relations, and Information Technology and Systems.:

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Postgraduate qualifications and extensive relevant experience or proven expertise in the project management and complex data analysis; in addition to postgraduate qualifications and extensive relevant experience.

Experience, knowledge and attributes

2. Demonstrated extensive knowledge and understanding of the Higher Education and Vocational Education and Training sectors in Australia, in particular student retention and higher education participation.
3. Demonstrated ability to operate as part of a collaborative and inclusive cross-organisational team, providing actionable insights to improve the overall student experience.

4. Demonstrated experience managing a complex function or unit where significant innovation, initiative and/or judgement are required.
5. Proven experience at a senior level in overseeing the effective and efficient delivery of new programs and projects, preferably in a tertiary environment or within a similar complex organisation/public service.
6. Demonstrated technical skills and knowledge involved in complex data analysis and program innovation, including drawing meaningful and actionable insights from data.
7. Demonstrated ability to effectively lead institutional strategic projects and build collaborative relationships with stakeholders in a results-orientated, data-driven and customer focused environment.
8. Exemplary expertise with outstanding communication and relationship-building skills.
9. Demonstrated working knowledge and application of the Child Safety Standards.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.