



**Australian  
National  
University**

## Position Description

<b>College/Division:</b>	<b>Division of Student Administration and Academic Services (DSAAS)</b>
<b>Faculty/School/Centre:</b>	
<b>Department/Unit:</b>	<b>Academic Standards and Quality Office (ASQO)</b>
<b>Position Title:</b>	<b>Deputy Manager, (ASQO) Appeals and Integrity</b>
<b>Classification:</b>	<b>ANU08</b>
<b>Position No:</b>	
<b>Responsible to:</b>	<b>Manager, Appeals and Integrity, Academic Standards and Quality Office</b>
<b>Number of positions that report to this role:</b>	<b>3</b>
<b>Delegation(s) Assigned:</b>	

### PURPOSE STATEMENT:

The Academic Standards and Quality Office (ASQO) contributes to the University's strategic objective to provide an excellent educational experience for its students through delivery of administrative functions which support the student and academic lifecycle, and has oversight of the student related rules, regulations and policies that support the ANU community. The Deputy Manager oversees the delivery of efficient and effective services to the ANU community in the critical areas of regulatory compliance and reporting, student compliance, and appeals, complaint management and integrity (academic and discipline) management.

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

Under the broad direction of the Manager, Appeals and Integrity, Academic Standards and Quality Office (ASQO), the Deputy Manager, will oversee the operation of the Appeals and Integrity team, one of the core streams of work in ASQO. The Deputy Manager has line management for approximately 3 staff and provides and ensures delivery of the following academic administration related services: compliance, policy and Rules management; statutory liaison and reporting; University appeals, complaint and integrity (discipline and academic) management. The Deputy Manager works closely with Central Support Divisions, staff in the ANU Academic Colleges, external Commonwealth bodies and Executive staff.

#### Role Statement:

1. Manage the day to day operations of the Appeals and Integrity team including managing workloads, meeting deadlines, coordinating support including training and communications, and undertaking performance and quality assurance reporting to ensure the delivery of high quality and efficient services.
2. Manage, develop, review, implement and provide guidance on the University's responsibilities associated with both internal and external legislation, policies, and procedures such as: the Higher Education Standards Framework (Threshold Standards) 2015; Education Services for Overseas Students (ESOS) Act (2000); as they relate to student facing appeals, complaints and integrity matters (discipline and academic).
3. Provide secretarial support to relevant University executive and committees and actively represent the Division in formal committees, meetings, working parties, conferences and other forums, including web representation.
4. Provide effective leadership through mentoring, training, and guidance of academic and professional staff within the University and associated government reporting requirements including the Tertiary Education Quality and Standards Agency and the Australian Qualifications Framework.
5. Prepare professional reports, briefings, submissions and other communications to University Executive, academic and professional staff, and students, regarding University legislation, policy, and business processes and technical aspects of University, higher education sector, and government initiatives.
6. Ensure the development and maintenance of business relationships and networks with internal and external stakeholders, with a focus on collaborative partnerships, negotiation, and liaising with influence in the development of strategic frameworks. Actively represent the Division in engagements both within and outside the University, including formal committees, meetings, working parties, conferences and other

forums, disseminate information from these engagements to relevant stakeholders within the University, and effect associated changes that arise;

7. Management of projects regarding the development and implementation of guidelines, procedures, policies, and business processes for the University's educational activities as they relate to the Academic Standards and Quality Office;
8. Maintain the integrity of data to ensure compliance with government legislation, University Rules, Statutes and Orders, policies, and audit requirements.
9. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
10. Other duties consistent with the classification of the position

### SELECTION CRITERIA:

1. Completion of a tertiary qualification with extensive relevant work experience, preferably in student administration in an Australian Higher Education system. Post graduate qualifications will be highly regarded.
2. Demonstrated high level interpersonal and communication skills, including the ability to consult and liaise effectively with a diverse range of people in a culturally diverse environment, dealing efficiently and tactfully with sensitive and confidential matters (including matters relating to sexual harassment and assault).
3. A demonstrated record of success and innovation in fostering strong client relationships with individuals both internal and external to an organisation and the associated delivery of collaborative project outcomes.
4. Demonstrated conceptual, analytical and technical skills of a high order, including the capacity to interpret high level strategic direction and apply it in the distillation and distribution of complex material in appropriate formats to a diverse audience.
5. Ability to supervise a team, to establish priorities and manage competing deadlines for self and others.
6. A demonstrated ability to undertake complex reporting, transactions, and administrative processes within tight time frames and manage, interpret, and develop responses to changes in these requirements that have been effected through legislative revisions.
7. A demonstrated high level of understanding of equal opportunity principles and a commitment to the application of EO policies in a university context.

*The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the [Background Checking Procedure](#) which sets out the types of checks required by each type of position.*

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

### References:

[Professional Staff Classification Descriptors](#)

[Academic Minimum Standards](#)