

Position Description



Position title:	Manager, Strategic Scheduling
School/Directorate/VCO:	Academic Services and Support Directorate
Campus:	Mt Helen, Berwick, or Gippsland Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 8 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Further information from:	Mr Andrew Evans, Director, Academic Services & Support Directorate Telephone: (03) 5327 6568 Email: a.evans@federation.edu.au
Recruitment number:	851931

Position summary

The Manager, Strategic Scheduling, is charged with leading and representing the University's Scheduling Services. This remit includes but may not be limited to Exams and Timetabling, incorporating space allocation, class allocations, and room bookings.

High-level development, implementation, review and monitoring of associated policies, procedures, processes, and systems are intrinsic to this role. This is to ensure quality delivery of strategic scheduling solutions align to the strategic direction of the University.

Portfolio

The Scheduling Services Team forms a part of the Academic Services and Support Directorate (ASSD). The ASSD supports all aspects of Program and Course creation, modification, maintenance, governance, and delivery.

Within this context, Scheduling Services takes carriage of the construction, production, and maintenance of an effectively integrated timetable for class delivery and examinations in each academic term.

Scheduling Services also works closely with Property and Infrastructure, Information Technology Services, and other key stakeholders to optimise space utilisation and customer experience.

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. Manage Scheduling Services, including Timetabling and Examinations, to ensure the provision of timely, relevant, strategic, and sustainable timetabling of class delivery and examinations.
2. Champion the efficient use of the University's physical resources in line with the University's operational plans and strategic priorities.
3. Conduct regular reviews and provide recommendations in relation to operational business processes, policy, procedure, and systems to ensure continuous improvement that is appropriately integrated with corporate applications and institutional strategy.
4. Collaborate with Property and Infrastructure to design strategic space and asset modelling across all campuses.
5. Advance Federation University's digital first, and interprofessional learning approach by forging innovative scheduling that creates optimal customer experience.
6. Manage projects in collaboration with functionally aligned expertise (e.g. ITS, Property & Infrastructure) from conception to final delivery drawing on current project management methodologies, including; scoping client needs and identifying project deliverables, developing project background, plans, budgets and other supporting documents, reporting on progress and performance against project schedules and performance indicators, and undertaking post-implementation reviews.
7. Develop and maintain collegial relationships with university stakeholders to promote understanding, visibility, and cooperation to achieve timely, and relevant scheduling solutions.
8. Invest in collegial relationships with sector stakeholders to contribute and resource leading practice solutions to current and emerging market experience and provide recommendations impacting strategy and policy.
9. Cultivate staff within Scheduling Services to achieve objectives within the context of University Values and Directorate Goals and Principles. This includes managing recruitment, induction, probation, professional development, and performance review requirements.
10. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code 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 Manager, Strategic Scheduling reports to, and works under broad direction of the Director, ASSD.

Whilst assuming a degree of autonomy, this role will collaborate closely with senior leadership of the ASSD.

The Coordinators of Timetabling and Examinations report to the Manager, Strategic Scheduling.

Responsibilities characteristic of this role include:

- Proactive analysis of diverse and complex business requirements.
- Identify and implement innovative solutions that leverage best practice models of service and systems development methodologies.
- Provision of expert evidence-based advice, recommendations, and impact forecasts as required by diverse stakeholders including University senior management.

Position and Organisational relationships

Key internal and external relationships that this role will collaborate closely with include:

- Institute Leadership including: Directors of Academic Operations, Directors of Learning and Teaching, Discipline Leaders and Program Coordinators.
- Leadership and Management of the Global Professional School
- Leadership and Management of Federation TAFE including: Director, Skills and Education Delivery and Head/s of Centre.
- Heads of Campus
- Leadership and Management of the ASSD including: Director, Senior Manager (Academic Programs), Manager (WIL), and ASSD Coordinators.
- Leadership and Management of SEAS including: Senior Manager (Registrar Services), Senior Manager (University Service and Contact Centre), Coordinator (Student Communications).
- Leadership and Management in Directorate of Property & Infrastructure including: Senior Facilities Manager, Manager (Planning and Design), Manager (Property and Environment).
- Leadership and Management of Directorate of ITS including: Manager (Service Support), Manager (Service Operations).
- Leadership and Management of Commercial Services
- Centre for Academic Development

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 or progress towards postgraduate qualifications and extensive relevant experience; or extensive experience and management expertise; or an equivalent combination of relevant experience and/or education/training.

Experience, knowledge and attributes

2. Demonstrated knowledge and application of Scheduling, Space, Facilities, and Asset Management principles.
3. Demonstrated ability to analyse diverse and complex information, and to provide informed recommendations and solutions.
4. Demonstrated expert knowledge and application of contemporary scheduling system solutions and principles.
5. Demonstrated ability to design and implement change to ensure continuous improvement and achieve quality outcomes.
6. Proven ability to design, implement, monitor, and evolve contemporary customer service frameworks to ensure optimal customer experience.
7. Demonstrated excellence in project management skills with a proven record of successfully collaborating with functionally aligned expertise (e.g. ITS, Property & Infrastructure) to manage all aspects of medium to large scale projects through to completion in accordance with project management methodologies, standards, timeframes, and budgets.
8. Demonstrated communication, interpersonal and negotiation skills, including the demonstrated ability to work collegially with stakeholders and build effective and positive team culture.
9. Demonstrated ability to manage and support staff to achieve objectives.
10. Extensive experience in providing management reporting, as well as demonstrated experience working with reporting packages. Advanced computer literacy skills, particularly in the use of spreadsheets and databases.
11. Demonstrated alignment with the University's commitment to child safety.

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.