

Position description

Position title:	Manager, Student Academic and Study Support
Faculty and/or School/Section/VCO:	Centre for Learning Innovation and Professional Practice
Campus:	Mt Helen Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 8 range
Employment mode:	Fixed-term appointment
Time fraction:	Part-time
Recruitment number:	849139
Further information from:	Associate Professor Nina Fotinatos, Director, Centre for Learning Innovation and Professional Practice Telephone: (03) 5327 9145 E-mail: n.fotinatos@federation.edu.au
Position description approved by:	Associate Professor Nina Fotinatos, Director, Centre for Learning Innovation and Professional Practice

This position description is agreed to by:

Employee name

Signature

Date

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

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

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Position summary

The Manager, Student Academic and Study Support works as part of the Centre for Learning Innovation and Professional Practice (CLIPP) to manage a range of staff and services which support new students in their transition to life at University and in their success in their studies. Under the broad direction of the Director, CLIPP, the Manager, Student Academic and Study Support is responsible for the autonomous management of the Student Academic and Study Support Services, and other student success and retention initiatives.

The position manages a specialised unit within CLIPP where significant innovation, initiative and/or judgement are required. The Manager, Student Academic and Study Support is responsible for leading the monitoring and review of the Student Academic and Study Support services across all campuses for currency and applicability, and for reporting on the impact of the programs through committee structures and directly to Faculties.

The Manager, Student Academic and Study Support works closely with the Deputy Vice-Chancellor (Academic), the Director, CLIPP, the Associate Deans, Learning and the Student Academic and Study Support team to ensure the programs contribute to academic learning support initiatives that enhance student success and retention.

Key responsibilities

1. Oversee the implementation, innovation and management of the Student Academic and Study Support programs and services in accordance with the relevant regulations, policies and procedures of the University, including designing and developing appropriate processes and guides, and training the Mentors, PASS Leaders and Student Academic Leaders.
2. Provide high-level guidance and support for staff within CLIPP, including supervision and management of staff within the Student Academic and Study Support, managing probationary requirements and the Performance Review and Development Program; Manage a team of fixed term and casual employees employed in the Student Academic and Study Support Program, including Learning Skills Advisors, Student Academic Leaders, Mentors and PASS Leaders in accordance with regulatory requirements, exercising independent judgment on their training achievements.
3. Be responsible for creating and managing an annual budget for the Student Academic and Study Support programs and other student success and retention initiatives, and effectively manage human resources, space and equipment of CLIPP to ensure that services and projects are efficiently delivered within budget.
4. Create and implement new online student support services including online mentoring, FedReady online, and iPASS, including the quality assurance of these programs; and the provision of learning and teaching enhancement initiatives.
5. Contribute to the leadership and management of CLIPP by developing, implementing and monitoring CLIPP's student academic and support programs.
6. Create and lead strong networks with staff across all University campuses, promoting open communication and information sharing to support the improvement of student success and retention.
7. Provide high-level advice to the Director, CLIPP on the latest developments in academic and social support programs across Higher Education and Vocational Education and Training sectors.

8. Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
9. 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 Manager, Student Academic and Study Support reports to the Director, CLIPP. Under broad direction, the Manager, Student Academic and Study Support is responsible for leading the development and management of the Student Academic and Study Support programs and services and other student success and retention initiatives across all Federation University Australia campuses and online. The Manager, Student Academic and Study Support, will provide advice to the Director, CLIPP, on how the Student Academic and Study Support services contributes to the University's strategic objectives and Charter.

Training and qualifications

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.

Position/Organisational relationships

The position operates within CLIPP and reports to the Director, CLIPP.

The Manager, Student Academic and Study Support will contribute as a senior member of staff within CLIPP to provide high-level guidance and support for CLIPP staff. The Manager, Student Academic and Study Support will facilitate the mentoring of staff within CLIPP; be responsible for the supervision and management of staff within the Student Academic and Study Support team and contribute to ensuring close collaboration across all teams within CLIPP.

The Manager, Student Academic and Study Support will establish and maintain collaborative relationships with staff within the Schools and Directorates. The Manager, Student Academic and Study Support will also establish and maintain a collegial network of colleagues to assist in the achievement of the University's student retention and success objectives and provide relevant expertise to facilitate excellence in student support within the Schools and across the University. The Manager, Student Academic and Study Support will also enhance CLIPP's reputation through promoting the student support capabilities of CLIPP and the University to business, industry, government and community regionally, nationally and internationally.

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:

1. A relevant postgraduate qualification or professional accreditation in a relevant discipline and/or extensive management experience and proven management expertise in a senior position in a student support environment.
2. Demonstrated leadership experience in the development and implementation of student success and retention programs and the management of projects, along with a demonstrated experience in understanding factors which influence student success.
3. Demonstrated commitment to, and enthusiasm for, facilitating student retention and success as well as a demonstrated understanding of the learning and development needs of a diverse range of students.
4. Demonstrated ability to work and lead teams to ensure excellence in student support and project management, as well as the ability to work collaboratively and responsively with a variety of internal and external stakeholders.
5. Demonstrated ability to design, develop and implement training using a variety of communication tools and learning approaches.
6. Demonstrated oral and written communication skills, including effectiveness in negotiation, liaison and consultation. Strong interpersonal skills and the ability to build productive working relationships across a range of levels and cultures to achieve successful outcomes.
7. Demonstrated knowledge and understanding of academic learning standards in Higher Education, particularly in the fields of academic writing, adult learning styles and study skills techniques for a diverse range of students, including those with disabilities.
8. Demonstrated ability to develop, review and implement policies, procedures and governance processes in the area of student learning support.
9. Demonstrated experience in leading, managing and supporting staff to achieve strategic and operational objectives.
10. Demonstrated alignment with the University's commitment to child safety.