



# MANAGER, ENGLISH CONNECT

DEPARTMENT/UNIT	English Connect
FACULTY/DIVISION	Campus Community Division
CLASSIFICATION	HEW Level 9
WORK LOCATION	Clayton campus

## ORGANISATIONAL CONTEXT

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Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit [www.monash.edu](http://www.monash.edu).

The **Campus Community Division** is charged with leadership, management and innovation in the provision of high-quality non-academic services to students and staff at Monash. The Division comprises of; Chaplaincy, Childcare; Counselling and Mental Health Programs, Career Connect; Non-Residential Colleges; Residential Services; Safer Community Unit; Student Engagement & Support Programs; Monash Sport; TeamMONASH; and University Health Services. For more information about the work we do, please visit [www.campuscommunity.monash.edu](http://www.campuscommunity.monash.edu).

**English Connect** provides a range of services and programs in relation to post-entry English language proficiency development for University students. The programs are aimed at providing students with key skills, tools and resources to improve their verbal and written communication skills related to their academics as well as social situations. We aim to build each international student's capacity to improve their academic outcomes, and through language skills, better participate in the broad and diverse student community experience at Monash and beyond.

English Connect enhances Monash-wide student engagement by:

- Delivering programs which enhance conversational skills while building caring and meaningful relationships;
- Maximising opportunities to develop Australian cultural understanding in a supportive and encouraging environment;
- Strengthening students' confidence in the usage of general, academic and professional English in an Australian context; and
- Facilitating a positive, enjoyable and inclusive student experience for all students involved.

## POSITION PURPOSE

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The Manager, English Connect is responsible for the overall development of co-curricular English Language proficiency development programs aimed at providing students with, English language and intercultural tools addressing a range of needs, from academic to social. The position provides strategic support and advice on a range of demands from various areas pertaining English language proficiency development. It is responsible for achieving strategic objectives in the area of English language support and further development and provides expert advice to senior leaders of the University on the delivery of high-level English language programs.

**Reporting Line:** The position reports to the Executive Director, Campus Community Division under broad direction working with a considerable degree of autonomy

**Supervisory Responsibilities:** The position provides direct supervision to 7 staff and oversees a team of casual staff delivering the face to face language programs

**Financial Delegation:** The position has a financial delegation of up to \$30k

**Budgetary Responsibilities:** The position oversees a budget of up to \$1.6m

## KEY RESPONSIBILITIES

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1. Conceptualise, develop and lead significant strategic programs including driving the delivery of post-entry English Language development and associated programs
2. Initiate, develop and maintain strong partnerships with relevant business unit and functional areas across the University, liaising and consulting with stakeholders at senior management levels such as DVC Education and/or nominee, on the development of related programs
3. Direct and deliver significant strategic programs and develop and review related policy and procedures ensuring compliance with external legislative bodies such as ESOS and TEQSA as well as relevant University policies and procedures
4. Provide expert, specialist advice to senior management, staff and other stakeholders on the development of programs within English Connect
5. Maintain an up to date knowledge of changes within the tertiary education industry and advancement of programs outside the University that impact the English Connect program and proactively respond to such changes
6. Direct and oversee a work environment of continuous review and improvement of business practices, operational processes and service provision, whilst driving a highly-trained team with a strong sense of innovation in delivering consistent exceptional customer service
7. Direct and conceptualise programs of research and analysis related to English Connect, including making recommendations and co-ordinating regular high level business reporting
8. Identify, develop and implement long-term opportunities for English Connect programs within faculties on a full fee-cost recovery basis
9. Exercise strong financial management and ensure the delivery of strategic objectives within the allocated budget of \$1.6m

## KEY SELECTION CRITERIA

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### Education/Qualifications

1. The appointee will have:
  - A postgraduate degree in the area of Applied Linguistics, Education or similar; and
  - extensive experience in the area of teaching, program and curriculum design; and
  - extensive management experience and proven management expertise; or
  - an equivalent combination of relevant knowledge, training and experience

### Knowledge and Skills

2. High-level management and leadership skills in teaching and education within the tertiary sector
3. Demonstrated knowledge and experience in the field of second language acquisition and learning, including provision of specialist advice at senior levels
4. Current high level knowledge and understanding of second language acquisition theory and related learning and teaching practices including language testing theories and applicable interventions
5. High-level experience and knowledge of educational design and digital tools for specific pedagogical outcomes in post entry English language proficiency development in tertiary setting
6. Outstanding planning and organisational skills, with experience in establishing priorities, allocating resources and meeting deadlines while working under pressure in a large, complex organisation
7. Strong budgeting and financial management skills
8. Well-developed research, analytical and problem-solving skills in order to proactively identify issues, trends and opportunities and take swift action to boost competitive advantage
9. Extensive staff management experience with the ability to motivate and develop high performance teams
10. Outstanding interpersonal and communication skills with the ability to negotiate, influence and build consensus at senior levels and with diverse stakeholders on complex, sensitive issues

## OTHER JOB RELATED INFORMATION

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- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- A current satisfactory Working With Children Check is required

## GOVERNANCE

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Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.