



**Australian
National
University**

Position Description

College/Division:	ANU College of Asia and the Pacific (CAP)
Faculty/School/Centre:	Coral Bell School of Asia Pacific Affairs
Department/Unit:	
Position Title:	Deputy Manager, Student Administration and Engagement
Classification:	ANU Officer Grade 8 (Administration)
Position No:	
Responsible to:	School Manager, Coral Bell School of Asia Pacific Affairs
Number of positions that report to this role:	5
Delegation(s) Assigned:	D7

PURPOSE STATEMENT:

The ANU College of Asia and the Pacific (CAP) leads intellectual engagement with the Asia-Pacific region through research, teaching and contributions to public debate, and seeks to set the international standard for scholarship concerning the region.

The ANU Coral Bell School of Asia Pacific Affairs (Bell School) is a world-leading centre for research, education, and policy analysis on international and Asia Pacific politics, security, diplomacy, and strategic affairs. The School comprises five vibrant, interdisciplinary, intellectual communities: the Department of International Relations, the Strategic and Defence Studies Centre, the Asia Pacific College of Diplomacy, the Department of Political and Social Change, and the Department of Pacific Affairs.

The Bell School offers programs at the undergraduate, postgraduate and doctoral level.

The Deputy Manager, Student Administration and Engagement provides comprehensive, high level operational support to the School Manager, on all student related matters, including the provision of student administration throughout the student lifecycle. The Deputy Manager, Student Administration and Engagement ensures that high quality, robust advice on student administration related legislation, policies, procedures and guidelines is provided to students and staff, supporting the achievement of the School's and University's strategic goals.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

The Deputy Manager, Student Administration and Engagement reports to the School Manager, and supervises the Student Administration and Engagement team, overseeing the day-to-day provision of high quality, professional advice on all student administration and education governance matters, delivering excellence in service delivery and building professional relationships within the local area and across campus. The Deputy Manager, Student Administration works collaboratively with the School Manager, the College Education Services Manager and the School Deputy Director Education in the development and implementation of initiatives in student related matters, including student administration.

Role Statement:

Under broad direction, the Deputy Manager, Student Administration and Engagement will:

1. Provide effective supervision to the Student Administration and Engagement team members, ensuring that workloads are managed and all objectives and deadlines are met, supporting their career development and knowledge sharing and assisting the School Manager in building a highly effective team.
2. Coordinate the provision of responsive and expert advice to students, staff and senior management on student related matters throughout the student lifecycle including, but not limited to: admission and recruitment, enrolment, academic progress, coursework scholarships, quality assurance, timetabling, higher degree by research, examinations, graduations, curriculum lifecycle, work integrated learning, international mobility and student exchange programs, ensuring compliance with relevant legislation, policies, procedures and guidelines and adhering to a quality service delivery framework.

3. Manage the day-to-day operations, including providing high-level secretariat support to relevant committees, ensuring the development and maintenance of effective working relationships and networks with relevant areas of the School, College, University, and external stakeholders.
4. Prepare strategic and operational reports and analytics, investigating issues and providing insightful recommendations on various student matters, to support the achievement of strategic and operational objectives.
5. Implement and manage various initiatives as requested by the School Manager, in accordance with strategic education plans and/or aimed at improving student administrative practices and processes, with a commitment to continuous improvement.
6. Assist the School Manager, in the promotion of new University wide student administration and service related initiatives, coordinating the local area rollout, if applicable, and participating in a range of activities, workgroups and networks across campus, as required.
7. Comply with all ANU policies and procedures and in particular those relating to work health and safety and equal opportunity.
8. Undertake other duties as required, consistent with the classification of the position.

SELECTION CRITERIA:

1. Progress towards relevant postgraduate qualifications and demonstrated experience in student administration, preferably in a tertiary environment or an equivalent combination of relevant experience and education/ training.
2. Demonstrated understanding of contemporary administration and management practices and proven analytical, problem-solving and decision-making skills, including experience analysing data from multiple sources and making recommendations to inform operational plans to support strategic goals.
3. Proven ability to provide high-level advice and planning skills to support senior management with experience in implementing policies, procedures and strategic plans to improve outcomes.
4. Demonstrated supervisory experience in a culturally diverse environment, with an ability to coach and mentor staff, to prioritise workloads and to lead the team to deliver on challenging objectives in a timely manner and on budget.
5. High level interpersonal and consultation skills with demonstrated effective communication skills and the ability to deliver oral presentations. Demonstrated experience developing comprehensive written documentation and reports, including local procedures and guidelines.
6. Demonstrated computer skills with experience using large enterprise systems and proficiency using the MsOffice suite. High-level skills in Excel and experience using Visio for complex business diagrams will be highly regarded.
7. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

Supervisor/Delegate Signature:

Date:

4/02/2019

Printed Name:

Christine Sullivan

Uni ID:

References:

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)



Pre-Employment Work Environment Report

Position Details

College/Div/Centre	CAP	Dept/School/Section	Bell School
Position Title	Deputy Manager, Student Admin and Engagement	Classification	ANUO8 (Administration)
Position No.		Reference No.	

In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
- This form is used to advise potential applicants of work environment issues prior to application.
- Once an applicant has been selected for the position consideration should be given to their inclusion on the University's Health Surveillance Program where appropriate – see . http://info.anu.edu.au/hr/OHS/___Health_Surveillance_Program/index.asp
Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see 'Employment Medical Procedures' at http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp

Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a **regular** or **occasional** part of the duties.

TASK	regular	occasional	TASK	regular	occasional
key boarding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	laboratory work	<input type="checkbox"/>	<input type="checkbox"/>
lifting, manual handling	<input type="checkbox"/>	<input type="checkbox"/>	work at heights	<input type="checkbox"/>	<input type="checkbox"/>
repetitive manual tasks	<input type="checkbox"/>	<input type="checkbox"/>	work in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>
catering / food preparation	<input type="checkbox"/>	<input type="checkbox"/>	noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>
fieldwork & travel	<input type="checkbox"/>	<input type="checkbox"/>	electricity	<input type="checkbox"/>	<input type="checkbox"/>
driving a vehicle	<input type="checkbox"/>	<input type="checkbox"/>			
NON-IONIZING RADIATION			IONIZING RADIATION		
solar	<input type="checkbox"/>	<input type="checkbox"/>	gamma, x-rays	<input type="checkbox"/>	<input type="checkbox"/>
ultraviolet	<input type="checkbox"/>	<input type="checkbox"/>	beta particles	<input type="checkbox"/>	<input type="checkbox"/>
infra red	<input type="checkbox"/>	<input type="checkbox"/>	nuclear particles	<input type="checkbox"/>	<input type="checkbox"/>
laser	<input type="checkbox"/>	<input type="checkbox"/>			
radio frequency	<input type="checkbox"/>	<input type="checkbox"/>			
CHEMICALS			BIOLOGICAL MATERIALS		
hazardous substances	<input type="checkbox"/>	<input type="checkbox"/>	microbiological materials	<input type="checkbox"/>	<input type="checkbox"/>
allergens	<input type="checkbox"/>	<input type="checkbox"/>	potential biological allergens	<input type="checkbox"/>	<input type="checkbox"/>
cytotoxics	<input type="checkbox"/>	<input type="checkbox"/>	laboratory animals or insects	<input type="checkbox"/>	<input type="checkbox"/>
mutagens/teratogens/	<input type="checkbox"/>	<input type="checkbox"/>	clinical specimens, including blood	<input type="checkbox"/>	<input type="checkbox"/>
carcinogens			genetically-manipulated specimens	<input type="checkbox"/>	<input type="checkbox"/>
pesticides / herbicides	<input type="checkbox"/>	<input type="checkbox"/>	immunisations	<input type="checkbox"/>	<input type="checkbox"/>
OTHER POTENTIAL HAZARDS (please specify):					

Supervisor's Signature:		Print Name:	Christine Sullivan	Date:	4/02/2019
-------------------------	--	-------------	--------------------	-------	-----------