Position Description DRAFT

Head, AGSM Program Operations

Position Number: 00061289 *Position Title: Head, AGSM Program Operations* *Date Written: October 2018*	*Faculty / Division: UNSW Business School* *School / Unit: AGSM* *Position Level: Level 10*

ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

Values in Action: Our UNSW Behaviours

UNSW recognises the role of employees in driving a high performance culture. The behavioural expectations for UNSW are below.

OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

UNSW Business School is a leader in business education and research in the Asian region and one of the largest Business Schools in Australia with more than 16,000 students, 500 academic and professional staff and more than 80,000 alumni and partners. The Business School offers a full suite of business degree programs at undergraduate, postgraduate, coursework and research levels, including the AGSM MBA programs and a range of Executive Programs. Its direction is guided by a business advisory council of leading CEOs, chairpersons and other business leaders.

The Business School's reputation is built on its outstanding staff, students and alumni and a cultural diversity which ensures an international focus. It also has a long history of deep industry engagement, and takes pride in the impact it has through its educational and research activities. The School is frequently ranked among the top 50 in the world, and in some areas among the top 20, according to global indicators. For further information, see: https://www.business.unsw.edu.au/

The Australian Graduate School of Management (AGSM) is the part of UNSW Business School that offers global top tier general management, executive and leadership development programs. AGSM's long-standing MBA, MBA (Executive), MBAX degrees and executive education programs are delivered across Australia and online. AGSM's personally transforming MBA programs are consistently ranked in the top 100 globally.

There are more than 75,000 UNSW business graduates, of which about 15,000 are alumni of AGSM.

The AGSM prepares great people to achieve great things. The portfolio of postgraduate offerings includes AGSM Executive Education, AGSM MBA programs, the MBA (X) suite of programs and other post-experience leadership programs as may be developed in the future. The AGSM business is divided into the units of Short Courses; Career Development; Marketing, Brand and Communication; Program Operations, Commercial Operations; Strategy, Innovation and Academic; Recruitment and Educational Development. Together these business units work to achieve clear business targets as well as recruit the best students from around the world, provide an exceptional learning experience for them, and provide life-long connections with an engaged alumni community.

The competitive space for these programs are international and national markets, and the competitors are international graduate schools of management, such as INSEAD, London Business School, or leading North American business schools, rather than just Australian Business Schools (or the like).

POSITION SUMMARY

The Head of AGSM Program Operations is responsible for the delivery of the highest quality learning experience for students/participants on AGSM Programs (including Degree Programs as well as Short Courses), while achieving financial viability of the Programs based on effective revenue generation and cost management.

The role of Head, AGSM Program Operations reports to the Deputy Dean & Director, AGSM, and has two direct reports – Success Manager, Delivery Manager, Global Coordinator & Program Delivery Coordinator and through them manages a team of approximately 20 FTE.

RESPONSIBILITIES

Specific responsibilities for this role include:

Organisation strategy:
- Develop strategies for the AGSM Programs which align with the Strategic Plan of UNSW Business School and the UNSW 2025 strategy;
- Design organisation structures that support the delivery of AGSM Programs.

Student satisfaction and learning experience management:
- Enhance student satisfaction and overall experience with AGSM Programs through strategic programs
- Design course delivery calendar to maximise utilisation and balance the student experience and delivery costs
- Liaise between student success team and teaching staff to manage program wide response to feedback and benchmarking activities.
- Oversee the development and operation of a student course feedback tracking system to inform teaching staff allocation, training and support programs;
- Manage the student appeals process and prepare and present individual student cases to the appropriate appeals body. Ensure processes are in place to maintain the integrity of student results;
- Effective communication of procedure, change and relevant operational information with students.
- Design and deliver on Student Engagement Plan.

Management of the AGSM Delivery Unit:
  i. Policy and Procedure, review, development and implementation
     o Review, develop and implement appropriate policies and procedures for AGSM Programs, ensuring that they are aligned with key UNSW policies and procedures;
     o Act as the first point of contact between AGSM and central university administration on procedural and systems issues; and
     o Ensure effective processing of changes through relevant committees and communication of changes to internal stakeholders and students

  ii. Financial
     o Construct operational budgets that support all activities and work with managers and team leaders to ensure effective management of costs;
     o Comply with the central finance.
     o Oversee the construction of the AGSM delivery budget, in conjunction with the Director and Finance team;
     o Comply with UNSW financial standards and systems; and
     o Identify process improvements which will lower costs.

  iii. Human Capital
     o Ensure team are aware of and understand goals and objectives and have the right skills and tools to perform at optimal levels;
     o Set work goals, monitor performance, coach and motivate, ensure commitment and appropriate rewards for direct reports;
     o Where appropriate, develop performance indicators for staff and monitor and report accordingly;
     o Implement staff development plans for all staff;
     o Oversee induction for new staff and ensure unit training and development needs are identified and met;
     o Address performance issues with sensitivity and speed and in line with UNSW policy and procedures on performance management; and
     o Progressively increase staff retention rates.

  iv. School wide activities
     o Participate fully in relevant committees of the Business School and UNSW as required

- o   Participate and work externally and represent the university; and
- o   Provide effective support for and participate in major UNSW events including Alumni events.

- Implement the UNSW Health and safety management system within your area of responsibility.

SELECTION CRITERIA

- Tertiary level qualification in a relevant discipline, preferably with postgraduate qualification (MBA desirable).

- Previous managerial experience coupled with high level written and oral communication, interpersonal, influencing and change management skills, preferably in a University setting.

- Strong negotiation skills with a proven ability to work with at a senior management level across a complex organisation, to sensitively and productively manage competing organisational processes and political requirements.

- Demonstrated track record of creating and sustaining high quality customer service outcomes in a context that this relevant to management education. Ability to translate an understanding of customer experience into the design of processes and systems.

- Demonstrated ability to develop and implement multiple business and IT systems and processes.

- Extensive experience and high level ability to provide leadership and direction to staff including the capacity to ensure staff can develop to their full potential.

- High level skills in computing packages Excel and Word. Experience with information and computer technology including databases, internet, web and social media technology and e-business solutions.

- Proven analytical, high level planning, organisational and implementation skills.

- Experience in project management and budget formulation and management to ensure long term program sustainability.

- Ability and capacity to direct and monitor the implementation and effectiveness of the safety management system.

> *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.*