



Position Description

Manager, Enrolment

Student Administration

Division of Students

Classification	Level 8
Delegation band	Delegations and Authorisations Policy (see Section 3)
Special conditions	Nil
Workplace agreement	Charles Sturt University Enterprise Agreement
Date last reviewed	24 May 2022



About Charles Sturt University

Purpose

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia’s pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

Goals

To deliver on our purpose and vision, the university has three key goals:

1. Maintain the university’s position in the top five Australian universities for graduate outcomes based on employment and salary
2. Embed a culture of excellence across all aspects of the university’s operations
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia

Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us. Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

Performance measures

In addition to the principal responsibilities all staff are required to contribute to the success of the university strategy including meeting university’s eight key performance indicators:

Our Students	<ul style="list-style-type: none"> • Commencing progress rate • Student experience
Our Research	<ul style="list-style-type: none"> • Research income • Research quality and impact
Our People	<ul style="list-style-type: none"> • Engagement • All injury frequency rate
Our Social Responsibility	<ul style="list-style-type: none"> • Underlying operating result • Community and partner sentiment



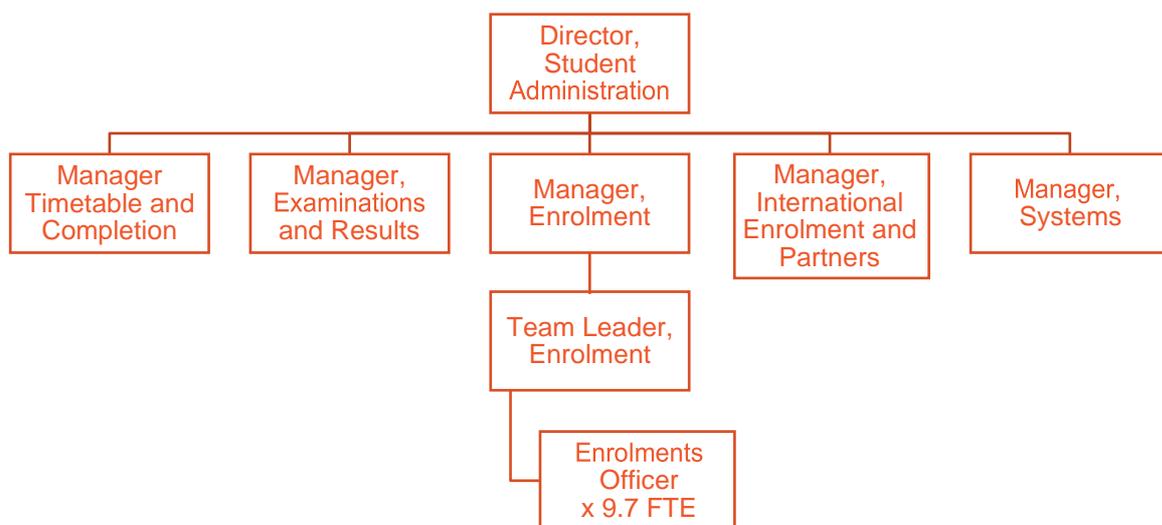
Division of Students

Student Administration

Student Administration is responsible for a range of administrative processes and services across the student lifecycle and academic calendar. These services extend from the student's first enrolment all the way through to their graduation, at the completion of their study. The team prides itself on being a contemporary, comprehensive and client focused unit that's main mission is to ease the administrative burden for students and staff. Student Administration incorporates the following units: Enrolment, International Enrolments and Partners, Timetable and Completion, Examinations and Results and Systems.

The Division of Students leads the university's sales and student recruitment, admissions, events, student administration and centralised student enquiry functions. The Division is service focused, innovative and results driven with a student-oriented mindset. The function is comprised of a Sales and Student Recruitment, University Events, and Experience Group, Scholarships Group, Admissions and Conversion Group, Student Administration Group and Student Central Group.

Organisational chart



Reporting relationship

This position reports to: Director, Student Administration

This position supervises: Team Leader, Enrolment



Key working relationships

- Student-facing staff
- Faculty and Divisional staff
- International Enrolment and Partner staff
- Applicants, students and Alumni
- Government agencies
- Colleagues from other Universities

Position overview

As Manager, Enrolment you will provide strategic leadership for both your team and for the University. You will contribute to and lead strategies and initiatives that will enhance the student experience in particular administrative activities that relate to domestic student enrolment, fee, and HELP services. You will be responsible for providing direction and support to business operations, initiatives and developments, and ensure that these operations align with University strategy, objectives and policy. You will be responsible for ensuring that the Enrolment Team have a positive service culture and is flexible and innovative to be agile enough to meet the changing needs of our students and other stakeholders.

Principal responsibilities

- Provide leadership to a high performing team of higher education professionals that is agile and responsive to changing stakeholder needs.
- Establish, drive and maintain Enrolment Unit's performance measures and their alignment with Divisional/University objectives.
- Provide leadership and subject matter expert advice as part of the Management team on enrolment in relation to legislative, regulatory, sector and University requirements.
- Drive technology optimisation and implementation of new business solutions to deliver a better service to our students and other stakeholders.
- Use data to drive area objectives by maintaining close and productive relationships with student-facing support areas and provide advice and insights in relation to service, support and communication improvements.
- Work collaboratively with the Management team to drive policy renewal and improved procedural efficiencies.
- Develop, lead and manage an effective, cohesive customer service team, and foster a team culture of continuous improvement to meet current and future requirements.
- Effectively manage the Unit's budget and operational activities.
- Actively drive knowledge recording and sharing of all services, activities, information and functions through active engagement in mentoring, training and knowledge systems and tools, within an evolving work environment.
- Provide project, task and activity support to deliver on Unit, Divisional and University initiatives.



- Represent the Unit/Division on a range of University committees.
- Other duties appropriate to the classification as required.

Role-specific capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#) identified as essential or critical for success in this role.

Focus on service	Strive to meet needs and exceed expectations of our students, communities and colleagues (performance focus, quality outcomes, student welfare, equity and conduct).
Innovative	With creativity at our core, be open to new ideas and seek to find better ways.
Take action	Weigh up risks and make prompt decisions, backing ourselves and each other (delivery of strategies, projects).
Network	Bring people together and build relationships that deliver desired benefits and outcomes.
Lead and supervise	Set directions and standards, delegate, motivate, empower, develop others, recruit talent.

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, such as other campuses.
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)



Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. A degree, with at least 8 years' subsequent relevant experience; or extensive management expertise and supporting experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Demonstrated superior leadership, coaching and professional development skills to lead a team of professionals.
- C. Strong interpersonal skills, including the ability to successfully develop effective and productive relationships that drive an agenda of change and renewal.
- D. Excellent written and verbal communication skills, including the ability to develop strong and successful stakeholder relationships.

Desirable

- E. Unrestricted motor vehicle driver's licence class C.



● Brisbane

New South Wales

● Dubbo

● Port Macquarie

● Orange

● Bathurst

Goulburn
NSW Police Academy ●

● Sydney

● Wagga Wagga

● Canberra

● Albury-Wodonga

● Wangaratta
Regional Study Centre

Victoria

● Melbourne

● - Capital city ● - Campus location

