*Faculty / Division: UNSW Business School*

*School / Unit: Faculty Executive Director Portfolio*

*Position Level: Level 9*

*Position Number: 00047214*

*Position Title: Faculty Operations Manager*

*Date Written: 8 October 2018*

## 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 16,500 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 Business School contributes to the 2025 Strategy by providing an outstanding career-focused student learning experience, by producing high impact research and by establishing a sustainable two-way engagement with Asia. Engaging with external partners across all sectors (including business, government and not-for-profit) both within Australia and internationally is a critical enabler of each of these strategies.

The Operations Manager works at Faculty level and will be responsible for providing high level operational and project management support to the Faculty Executive Director, Senior Deputy Dean, AGSM Director and Dean on a broad range of strategic and operational matters. The position will also provide advice, support, project leadership, rigorous monitoring and problem solving on critical issues to ensure professional and efficient operations are maintained within the Faculty.

The role of Faculty Operations Manager reports to the Faculty Executive Director and has four direct reports, an Administration Officer, Reception and Event Coordinator and two Change Analysts. The Faculty Operations Manager has dotted line responsibility for the Change team located within Business School (comprising a Change Manager reporting centrally as well as the two Change Analysts).

## RESPONSIBILITIES

Specific responsibilities for this role include:

* Provide high level support to the Faculty Executive Director (FED), the Senior Deputy Dean and the AGSM Director for a broad range of operational activities, planning, projects, governance, change management and other initiatives that support achievement of the strategic and operational goals of the UNSW Business School.
* Engage and consult with the Faculty Senior Management team, Heads of School, AGSM leaders, School Managers and other relevant stakeholders to maintain and ensure operational effectiveness.
* Represent the Faculty (in substitution for or on behalf of the FED) in formal committees and in other forums within the broader UNSW.
* Work with the FED to pro-actively assess the Faculty’s operational work practices to identify, recommend and support process improvements that best support the achievement of the Faculty’s operational plan. Manage and direct the Change Team in projects or initiatives relating to this, including the “Business School of the Future” project.
* Work with the FED, Senior Deputy Dean, and Director AGSM to develop, implement and review outputs against relevant Operational Plans. Proactively assess the Faculty’s operational work practices and implement appropriate resourcing to ensure that the Faculty is able to meet its objectives and commitments
* Undertake a range of high level analysis, reporting, preparation of presentations, business cases or other documents. Provide informed high-level advice and recommendations to Faculty Senior Management
* Manage urgent or critical Faculty matters or issues as required, providing relevant assistance and management advice. Provide support and leadership to Schools and Faculty in the management of complex issues as required
* Work with the FED to ensure an effective service delivery is provided to the Faculty from the central shared services partners. Leverage relationships with other senior managers and Business Partners to ensure University policy, process and systems are adhered to
* Under the direction of the FED, effectively manage a broad range of operational activities for the Faculty, including reporting on progress and performance through the year and analysing and reporting on variances as requested
* Provide and arrange support to Faculty Committees or Working Groups including administrative support such as preparation of materials, note taking, monitoring progress and communication
* Manage the administration team in the Dean’s unit, ensuring an effective service delivery and a professionally operated reception and productive work and meeting space environment
* Manage the faculty’s Health and Safety system, including the maintenance of an effective network of health and safety representatives, their reporting, corrective actions, and committee work associated with same
* Ensure hazards and risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

## SELECTION CRITERIA

* Relevant degree with extensive management expertise and supporting experience in providing high quality operational and management support at executive level
* Significant project management experience and the ability to review and improve significant operational work practices at Faculty level
* Proven experience in strategic and operational planning
* Strong consultation, influencing and negotiation skills and proven ability to build effective relationships and secure resources from diverse internal and external stakeholders
* Proven ability to exercise independent judgement and problem solving with the ability to resolve and address issues as they arise
* Strong research and analytical skills including experience preparing high quality committee papers, reports, proposals, recommendations, business cases and policy documents
* Proven leadership skills managing a team of professionals, including managing workloads, setting priorities and influencing and driving core outcomes in a complex environment
* Outstanding organisational skills with the proven ability to deal with multiple tasks, establish priorities and meet strict and/or tight deadlines
* Strong computer skills, particularly in the use of the Microsoft Office suite including Excel, Word, PowerPoint and Outlook, and with using legacy institutional systems
* Ability and capacity to implement required UNSW health and safety policies and procedures.

*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.*