

## POSITION DESCRIPTION

<b>Position Title</b>	Student Services Manager
<b>Position Reporting to</b>	General Manager
<b>Employment Status</b>	0.8- Full time, continuing
<b>Classification</b>	Administration, AD
<b>Date</b>	October 2023

### 1. POSITION PURPOSE

The purpose of the position is to manage all aspects of the student lifecycle for the Faculty of Psychology, Counselling & Psychotherapy.

The Student Services Manager is a key member of the administration team reporting to the General Manager and supports the Dean and academic leadership team in the Faculty with the delivery of the student services operations.

The Manager provides leadership and direction to the student services function and is accountable for the delivery of operational excellence.

The Manager also plays a critical role in providing high-level and expert advice on the interpretation and application of regulations, policies, rules and procedures and contributes to Institute's policy and procedure development processes.

### 2. KEY RESPONSIBILITIES

1.	Manage and direct administrative aspects of recruitment, admissions, orientation, enrolment, examination, and graduation activities for the Faculty within the framework of Institute rules, policies and procedures
2.	Coordinate and oversee prospective and new student journey for both direct admissions and via agents. Contribute to student growth strategies and VTAC selection processes ensuring outcomes are optimised
3.	Input and strategic support for marketing and recruitment planning as well as attendance at and support for various recruitment events and expos (may require some night or weekend work)
4.	Oversee the implementation management of curriculum changes, compliance and quality reporting, accreditation support, student evaluations and surveys



5.	Ensure student record management is in compliance with all relevant legislation and policy (Australian Privacy Principals, HESA, ESOS, VET and HES Standards, etc.)
6.	Lead, manage and be accountable for risk, compliance and quality assurance in relation to Education and Student Services activities, including regular monitoring and reporting in accordance with Institute and legislative requirements
7.	Ensure the currency of all support material and processes relating to Student Advising and Engagement. Act as an escalation point for complex student cases
8.	Initiate, lead and direct a work environment of continuous review and improvement of business practices, systems, operational processes and service provision.
9.	Provide leadership, support and mentoring to the team
10.	Implement and support the development and review of academic and student policy and procedures, including writing policy, designing processes, and maintaining and developing support resources for staff
11.	Cultivate strong partnerships with other relevant business units, functional areas and key staff, including the provision of expert advice
12.	Any other relevant duties as directed or agreed with management, and as delegated or defined by the policy

### 3. KEY SELECTION CRITERIA

#### Knowledge and Skills

Required:

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| 1. | Excellent management and customer service skills with proven ability to strategically manage and provide technical and policy advice at a high level  |
| 2. | Significant demonstrated experience in the management and coordination of student administration area or areas including student recruitment, admission, enrolment, examination, and graduation |
| 3. | Highly developed leadership and management skills and the ability to manage staff in a service-orientated environment   |
| 4. | Exceptional analytical and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver positive, innovative solutions                       |
| 5. | Detailed understanding of higher education compliance, regulation, quality, and academic governance. Particularly the AQF, HES Threshold Standards (2015), the HESA, and ESOS compliance        |
| 6. | Demonstrated high level written and oral communication skills including analysing information and data critically, and report writing   |



7.	Experience working with enterprise systems, such as student management systems and/or CRM tools and advanced skills in Microsoft Office (Excel, Word, Outlook)
8.	Demonstrated experience with compliance standards and developing policy, processes and procedures, preferably in a higher education or similar context
Desirable:	
9.	Ability to act as a change agent to lead and implement programs involving major change and process review in a complex organisation
10.	Knowledge of HEPCAT, HEIMS, PRISMS and similar government reporting tools. Knowledge of higher education or RTO compliance and quality assurance
<b>Qualifications, Registrations and Memberships</b>	
11.	A Postgraduate qualification and/or extensive, relevant experience
12.	Desirable: Membership of the Association of Tertiary Education Management (ATEM) and/or the Australasian Association for Institutional Research (AAIR) and/or similar organisation/s
<b>Competencies, Behaviours and Attributes</b>	
13.	Alignment with the Institute's values of Integrity, Professionalism, Respect, Collaboration and Teamwork
14.	Excellent interpersonal skills, cultural competency, and the ability to relate to students, staff, and stakeholders from a range of backgrounds. Ability to network and maintain relationships at all levels of the organisation, government organisations, and across the sector. Genuine student and client focus
15.	Outstanding planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines in a complex organisation
16.	Careful and precise with a strong work ethic, advanced accuracy and attention to detail.