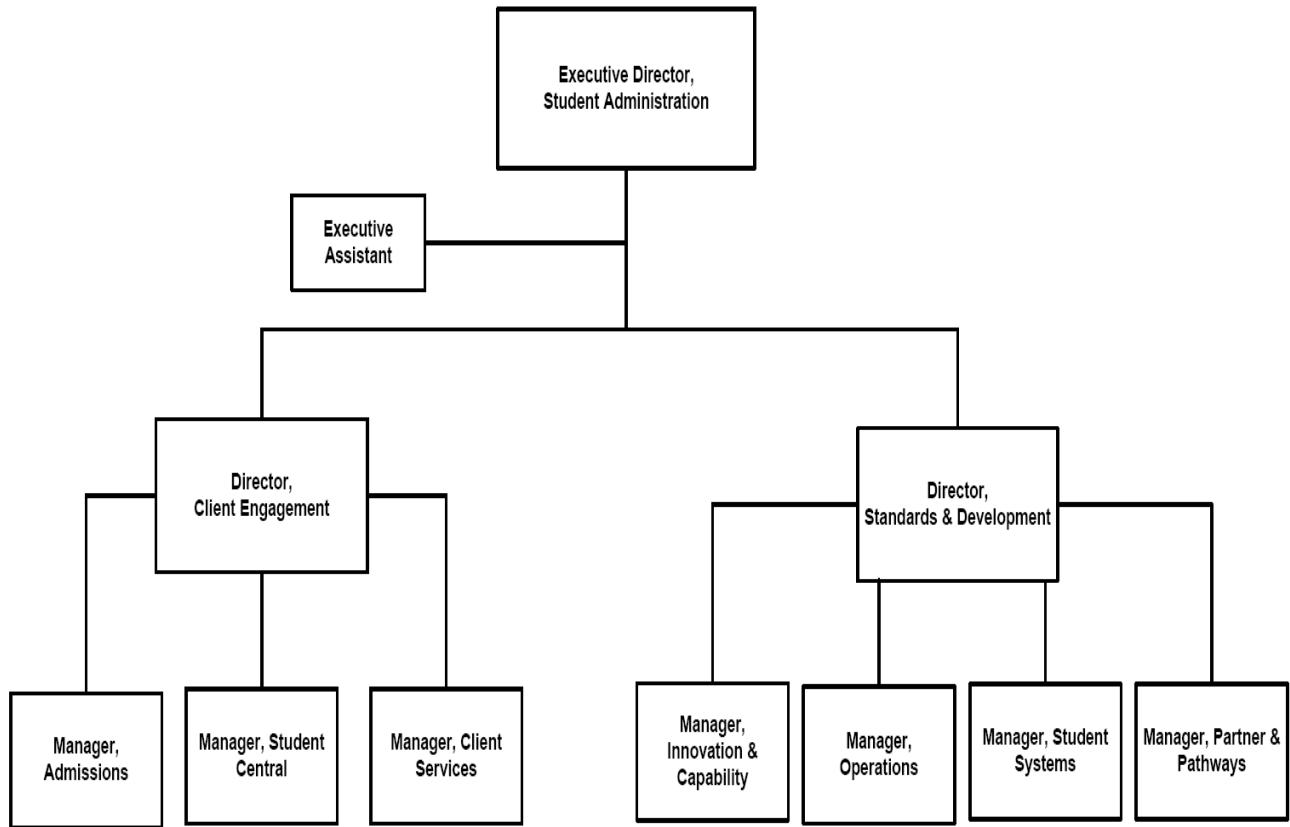


Director, Client Engagement
Division of Student Administration

Position Number	647535
Campus	Albury, Bathurst or Wagga Wagga
Classification	Senior Manager Level 4
Delegation	This position has delegated authority to Band 6
Nature of Employment	5 year fixed term
Employee Contribution to Superannuation	7% (flexible contribution options available)
Employer Contribution to Superannuation	17%
Workplace Agreement	Employment Contract
Date Last Reviewed	26 April 2013

The Division of Student Administration provides effective, client focussed and sustainable services and systems to support students and the learning, teaching and research activities of the University. The Division has a strong culture of client service, ethical behaviour and performance measurement and improvement. The Division supports the student life cycle from admission through to graduation, and is responsible for a wide range of services to the University community. This diversity allows our staff access to diverse and challenging roles and exciting career opportunities.



Organisational Chart

Reporting Relationships

This position reports to: Executive Director, Student Administration

This position supervises:
 Manager, Admissions Team
 Manager, Client Services Team
 Manager, Manager, Student Central

Position Overview

The Director, Client Engagement is responsible for developing, enhancing, and delivering student administration services and support to stakeholders to assist the University to meet its strategic objectives. As a member of the senior management team the Director makes a significant contribution to student administration management and strategy.

Duties

- Lead the client facing teams within the Division to optimise performance and service delivery to stakeholders.
- Direct the client facing activities of the Division, ensuring that quality service, support and communications are provided.
- Review, develop and implement processes to meet the changing needs and expectations of students, staff and other University stakeholders.
- Take a leading role in the identification and development of student administration policy and initiatives.
- Provide strategic and operational advice to the Executive Director, Student Administration on all matters relating to the administration of students
- Investigate complex issues and incidents and develop solutions in accordance with University regulations, legislative requirements, and the Division's service standards..
- Provide strategic input into the planning, budgetary and resource allocation activities of the Division.
- Monitor and ensure Divisional activities are compliant with internal and external legislation.
- Develop and maintain collaborative relations with internal and external stakeholders to achieve a seamless and efficient service provision.
- Undertake projects as assigned by the Executive Director, Student Administration.
- Represent the Division on various committees and projects.
- Other duties appropriate to the classification as required.

Principal Responsibilities

A Director is accountable for:

- (a) Managing change by anticipating and responding to developments within the external and internal environment that may impact on a Section;
- (b) Leading and guiding consultative planning and the management of performance to set and implement strategies that contribute to the achievement of a Division's objectives;
- (c) Managing the finances of a Section within the terms of the approved budget, and actively pursuing ways to increase University income and contain expenses at the Section's level;
- (d) Ensuring the implementation of a responsive client focus at the Section's level;
- (e) Leading the management and regulation of the quality and delivery of services to a Section's clients and stakeholders;
- (f) Managing the staff and other resources effectively;
- (g) Providing leadership and support for the development of staff;
- (h) Participating in the Performance Management Scheme;
- (i) Ensuring equity and occupational health and safety within a Section;
- (j) Contributing to the overall direction, leadership and management of the Division, as part of the management team; and
- (k) Leading in accordance with the University leadership expectations and capabilities of the CSU Leadership and Management Development Framework.

Selection Criteria

Essential

1. Relevant postgraduate qualifications or equivalent experience A record of achievement at management level, including substantial leadership and staff management experience in a high volume customer service environment.
2. Experience in strategic planning, risk management, policy development and quality assurance activities.
3. Superior communication, interpersonal and negotiation skills.
4. Experience in leading and contributing to successful workplace projects.
5. A commitment to staff development and the ability to generate a shared vision. and a strong performance and service quality culture.
6. Evidence of ability to critically analyse systems and processes and to foster an environment of continuous improvement.
7. Demonstrated change management skills.
8. Knowledge of and ability to apply equal opportunity principles.
9. Knowledge of and ability to apply occupational health and safety principles.

Desirable

1. Management experience in a higher education institution.

Further information is available from

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