

POSITION DESCRIPTION – General Staff
For levels 6/7 and above

Position Title: Senior Manager, Academic Administration Level: 10
Faculty/Division: Academic Registrar’s Division Department/Location: Administration

Primary purpose of the position:

The Senior Manager, Academic Administration is responsible for administrative processes that support the progression of students from admission to graduation at UOW’s onshore and offshore campuses, excluding UOW Dubai. The Senior Manager, Academic Administration ensures all policies and procedures meet principles of academic quality, appropriate risk management, efficient and effective operations and stakeholder satisfaction. Delivery of key students events; enrolment, orientation and graduation is also a significant responsibility. The position is also responsible for timetabling of space and classes at the Wollongong campus and for the support of timetabling at all other onshore campuses.

Position Environment:

The University of Wollongong aims to be in the top 1% of universities worldwide and is currently undergoing a strategic transformation to ensure its operations are aligned to this goal. There are approximately 27,000 students studying at UOW’s onshore and offshore campuses. UOW is committed to ensuring a high quality student experience is delivered at all of its campuses. The provision of efficient and effective academic administration processes is a key contributor to this. The Senior Manager, Academic Administration and their staff are in the Academic Registrar’s Division (ARD). ARD is responsible for the delivery of student service, academic administration, governance and enterprise content management. ARD operates under the principles of client service, quality assurance and excellence in governance.

Major Accountabilities/Responsibilities:

Responsibilities		Outcome	Percentage of Time	Office Use Only
1.	Achieve good outcomes in staff management by setting and reviewing objectives with direct reports, guiding and assisting them in the resolution of issues, identifying and implementing staff development and training strategies and deploying staff resources to reflect needs	Key performance indicators are met, staff are engaged and a positive team culture is present	20	
2.	Operational Management of all administrative processes relating to student progression at both onshore and offshore campuses	Efficient and high quality completion of related processes Effective and financially prudent operations of key University activities	20	
3.	Develop and monitor measurements of service effectiveness and client satisfaction with a view to continuous improvement and provide leadership in the development, delivery and communication of client service standards for key clients	High levels of stakeholder satisfaction and continual improvement across all processes	15	
4.	Manage and interpret policy, legislative, compliance and	Ensure processes are	10	

	regulatory requirements impacting operations	compliant and designed to meet all reporting obligations and mitigate risk		
5	Operational management of all key student lifecycle events, enrolment, orientation and graduation	High stakeholder satisfaction and positive contribution to student attraction and retention	10	
6.	Student Conduct and Critical Incident Management	Effective response to incidents ensuring appropriate risk management and adherence to principles of natural justice	10	
7.	Continually develop operational and strategic reporting mechanisms in all responsibility areas	Ability to identify trends and improvement opportunities and act on these	5	
8.	Participate in sector networks and be informed of contemporary administrative practice	UOW student administration is responsive and innovative	5	
9.	Supervisory roles: Communicate and consult with staff on workplace and staffing matters.	To foster direct relationships with staff and enhance engagement with the organisation.	Ongoing	
10.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing	
11.	Have OH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/document	To ensure a safe working environment for self & others.	Ongoing	

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Reporting Relationships:

Position Reports to:	Academic Registrar
The position supervises the following positions:	Conferrals Manager Event Coordinator Manager, Exams and Results Admissions and Enrolments Manager Timetabling Coordinator

Other Key Contacts:	Associate Deans Education Senior Manager, Student Systems Senior Manager, Client Service Director, Transnational Education and Alliances Director, UniAdvice Director, Academic Quality and Standards Director, International Engagement and Coordination Faculty General Staff Heads of School
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Key Relationships:

Contact/Organisation:

Education Policy Review Sub-committee

Software vendors (Timetabling and Exams)

ITS

Student Support Services

ARD Senior Management Team

Purpose & Frequency of contact

Provide input on operational impacts of changes to key learning and teaching policies and projects

Ensure UOW is utilising scheduling software in alignment with organisational goals

Support and maintenance of systems environment

Ensuring integrated management of critical incidents

Cross-functional delivery, business reporting and planning

Key Challenges:

1. Mapping offshore student administration requirements and ensuring the organisation responds to these appropriately and equitably
2. Ensuring the academic policy and academic administration environments are aligned and maximise stakeholder satisfaction
3. Staff engagement and development through organisational change
4. To achieve the unit's strategic work objectives through direct communication and consultation with staff and colleagues.

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Demonstrated high levels of competence in staff management and change management
- High level of skill in coaching and leading management and operational staff.
- Demonstrated high level of achievement in applying systems and technologies to innovate and improve service delivery and business process effectiveness and efficiency
- Demonstrated highly developed, interpersonal, negotiation and communication skills, including the ability to prepare reports, policies and major documents
- Demonstrated ability to analyse policy and legislative requirements and develop and sustain an operational environment to respond to these
- Well-developed strategic and problem solving skills, including the ability to be innovative and creative in providing advice and generating solutions
- Strong focus on high performance and delivering outcomes
- High level organisational and administrative skills, with proven ability and experience in project management.
- Demonstrated ability to use discretion and make decisions on a broad range of complex and sensitive issues.

Desirable:

- Knowledge of the Australian higher education sector and the macro-environment it operates within

SELECTION CRITERIA - Education & Experience:

Essential:

- Tertiary qualification/s in a relevant discipline (eg Business Administration) and significant experience in business management or support and/or combination of relevant experience and/or education and training
- Team leadership and cross-functional leadership experience
- Event, logistics and/or program management experience
- Significant experience in a service-oriented environment
- High level management skills in both day to day operations as well as in long term planning
- Demonstrated ability to contribute effectively to a senior management team
- Experience in effectively managing change
- Experience in reviewing, developing and implementing procedures to respond effectively to internal and external changes

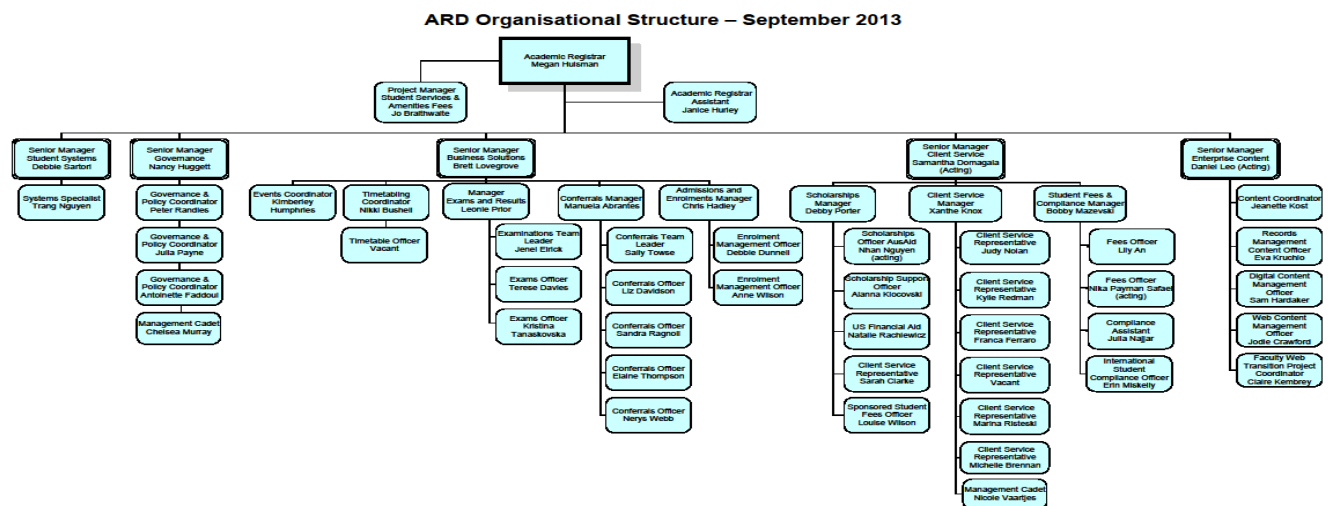
Personal Attributes:

- Ability to challenge the status quo
- Ability to manage issues and find solutions with objectivity
- Ability to work flexibly and effectively in a changing environment
- Strong focus on performance and outcomes
- Positive management and leadership style

Special Job Requirements:

This position requires work outside of normal hours and travel to onshore and offshore campuses.

Organisational Chart:



Approval:

Approved by Head of Unit: _____

Date: _____

Approved by Human Resources: _____

Date: _____