

JOB DESCRIPTION

Position Title: English Language Centre Manager	Position number: 61P000
Business unit: UOW College	Location: Wollongong
Reports to (title): General Manager	TRF placement: Professional Management 3
Revised by (title): General Manager	Revised on: October 2013
Approved by (title): General Manager	Approved on: October 2013

Primary purpose

Lead, manage and oversee the functions of the English Language Centre (ELC) to deliver pre sessional ELICOS courses and innovative English language training and support services (including in sessional English language support to UOW students), in alignment with UOW College's, UOW Enterprises' and UOW's strategic plans. The Manager is responsible for advising on UOW's English Language Proficiency (ELP) strategy and supporting the implementation of this strategy for UOW. The Manager has oversight of the IELTS Testing Centre and Study Tour Program, and is responsible for the operational efficiency and effectiveness of the ELC.

Key responsibilities / accountabilities

In order of importance, state the major responsibilities / accountabilities of the position, what is achieved and the approximate percentage of time involved.

Key responsibilities / accountabilities	Outcome	% of time
1. Lead, manage and oversee the functions of the ELC Oversee the academic management system that ensures: a) clear organisation-wide academic leadership of ELICOS b) a coordinated and effective approach to developing, implementing and reviewing curriculum c) management of educational resources d) provision of guidance to teaching staff	<ul style="list-style-type: none"> • ELC operation adheres to UOW College, UOW Enterprises and UOW strategic plans • Staff satisfaction • Student satisfaction • Client satisfaction (e.g. agents; study tour institutions) • UOW satisfaction 	50
2. Contribute to the development of UOW College's planning, strategies and programs	<ul style="list-style-type: none"> • ELC plays a key role in UOW College's strategic plan 	5
3. Maintain operational efficiency and effectiveness of the ELC Ensure quality teaching and assessment across all areas of the ELC Ensure standardised delivery of quality curriculum in ELICOS (pre sessional) courses Maintain an update to date knowledge of significant developments in TESOL theory and practice	<ul style="list-style-type: none"> • Student numbers and progression are reported on in a consistent and approved manner • Resources managed within agreed budget, and reported on in a consistent and approved manner • Student satisfaction with services • Consistent, high quality teaching and assessment standards that adhere to or exceed all accreditation requirements (where relevant) and are best practice • Progression rates that indicate appropriate student placement, teaching and assessment • Compliance with various accrediting bodies maintained 	10

<p>4. Lead the development and implementation of innovative and effective English language training and support services</p> <p>Develop and maintain relationships with UOW stakeholders to identify, negotiate and support ELP requirements across UOW</p> <p>Advise on UOW's TEQSA ELP strategy for assessing, recording and demonstrating ELP</p> <p>Support UOW's TEQSA ELP strategy, including proprietary ELP assessment mechanisms</p>	<ul style="list-style-type: none"> • Student satisfaction • UOW meets or exceeds TEQSA's requirements for ELP • Early and on-going engagement between the ELC and UOW for ELP matters • ELC is viewed as the source of expertise about ELP within UOW • UOW's ELP strategy is best practice • ELC is viewed as a core UOW service that is integrated with UOW Learning Development services • ELC administers, documents and reports on the support services addressing the UOW TEQSA ELP strategy, including proprietary ELP assessment mechanisms 	30
<p>5. Oversee administration of:</p> <ul style="list-style-type: none"> • IELTS Testing Centre • Study Tour Program 	<ul style="list-style-type: none"> • IELTS Testing Centre meets IELTS requirements • IELTS Testing Centre is operated efficiently and effectively • Study Tour Program meets client needs • Study Tour Program is operated efficiently and effectively 	5

Other responsibilities

- Work health and safety responsibilities:
 - a. take reasonable care for your health and safety, and
 - b. take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons, and
 - c. comply, so far as reasonably able, with any reasonable instruction that is given to ensure compliance with work health and safety legislation; and
 - d. co-operate with policies or procedures relating to health or safety at the workplace.
- Demonstrate the UOW Enterprises Values (passion, creativity, integrity, collaboration, courage, exceptional) on a day to day basis.
- Observe principles and practices of Equal Employment Opportunity (EEO).
- Evaluate, train, develop, and motivate staff. Demonstrate responsibility.

Key working relationships

Key working relationships	Nature and purpose of contact
UOW College General Manager	Updates on success of services and liaison about issues
UOWC Managers and Administration staff	As required to resolve issues, provide support, meet deadlines, plan with differing teams in the workplace etc.
UOW Learning Development and UOW Learning Teaching and Curriculum staff	Communication to ensure seamless support provided across English language and academic skills support
UOW – committees, faculty representatives, academic staff etc.	As required, advise on English language proficiency strategies and support for UOW students; implement UOW ELP strategy as agreed with UOW
English language teaching staff	Day to day management and supervision, and resolution of issues
UOWE & shared services staff (HR, UniAdvice, Finance, IT, Marketing, etc.)	As required to manage staff, student and compliance issues
External bodies	As required to ensure compliance and respond to student matters

Decision making authority

Describe the decision making authority by indicating the decisions and recommendations expected by this role.

Decisions expected	Recommendations expected
<ul style="list-style-type: none"> Management and allocation of resources, within the ELC's assigned budget Staff employment and allocation (in conjunction with HR where appropriate) Teaching, learning and curriculum matters Student acceptance, placement, learning and assessment Working relationship with UOW to provide students with seamless access to English language and academic skills support services Minor changes to programs and services 	<ul style="list-style-type: none"> Pre sessional courses and innovative English language training and support services (including in sessional English language support to UOW students) Design and implementation of UOW's TEQSA ELP strategy for assessing, recording and demonstrating ELP Implementation of English language programs at other UOW campuses Major changes to services Management and allocation of resources outside of the ELC's assigned budget

Position dimensions

List the relevant financial and staffing dimensions for which this position is accountable.

- **Number of employees reporting directly and indirectly:** English Language Support Coordinator, IELTS Manager, Study Tour Manager, teaching, program support and administration staff – up to 150 full time, part time and casual staff

Selection criteria – qualifications, education, experience, skills and knowledge

Qualifications

- Recognised undergraduate degree
- Suitable postgraduate TESOL qualification/s

Experience

- Minimum 8 years' experience in teaching TESOL programs at adult and/or secondary level
- Minimum 5 years educational management experience
- Leading the development of curriculum and English language assessment mechanisms
- Leading diverse teams

Skills

- Ability to take the initiative, lead and implement change
- Confident user of desktop programs (e.g. Microsoft Office) and online tools
- Strong client service skills, including the ability demonstrate cross-cultural sensitivity and communication techniques, and to resolve conflict
- Excellent organisational skills with the ability to prioritise tasks and work under pressure
- Excellent communication and negotiation skills

Knowledge

- Understanding of the tertiary education environment

General

- A commitment to UOW Enterprises values of Passion, Courage, Integrity, Exceptional, Collaboration and Creativity
- Certified proof of right to work in Australia