

Chief Student Officer and Registrar

Senior Staff Contractor

POSITION NUMBER	Insert 000000
ORGANISATIONAL UNIT	Enterprise and Digital Portfolio
POSITION REPORTS TO	Deputy Vice-Chancellor, Enterprise and Digital
OVERALL PURPOSE	<p>The Chief Student Officer and Registrar is a senior member of the Enterprise and Digital Portfolio. The overall purpose of the role is to provide strategic leadership and drive innovation in the development of student administration to provide an outstanding experience for all VU students. The combination of automation and data processing requires leadership and management for a seamless student administration experience, critical to quality customer service, from application to graduation. This encompasses VU's vocational, higher education and online student cohorts, domestically and internationally. The role is a critical contributor to making VU a student-centric institution as a thriving place to study.</p> <p>The position has specific responsibility for student administration functions and student lifecycle operations for all onshore and offshore students. This includes Admissions, Pathways and Scholarships, Enrolment, Progress and Completions, Student Finance, Data and Government Reporting, Business Systems Support and Timetabling, to achieve the University's dual-sector goals regarding sustainable student load and a rewarding student experience. The role provides leadership of centralised key activities of admission to a dual-sector institution, such as managing student entry through pathway arrangements, the Victorian Tertiary Admissions Centre and by direct application.</p> <p>The incumbent will deliver quality customer service to students and stakeholders, internally and externally through strategic leadership across the Student Administration division and will provide strategic and proactive advice to senior leaders across the institution. Transformation and continuous quality improvement, in collaboration with other functional areas, is expected through innovative and contemporary approaches to student management policy and process using technology and lean process improvements.</p>
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University, the position:</p> <ul style="list-style-type: none"> ◆ Works closely with the Chief HR Officer, Chief Wellbeing Officer and other colleagues within the Enterprise and Digital Portfolio leadership team. ◆ Works with all colleagues within the Enterprise and Digital Portfolio, Chief Risk Officer, General Counsel and The Office of the Vice-Chancellor. ◆ Supervises the Student Services and Administration leadership team.

LOCATION/CAMPUS

The position is currently located at the Footscray Park Campus of the University and will be required to travel between campuses. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 50,000 students, including around 18,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

Commitment to Protecting Country

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

MAJOR TASKS AND ACCOUNTABILITIES

In performing the following duties, the incumbent is required to comply with quality assurance policies and procedures, and other relevant legislative requirements applicable to Victoria University.

The major duties performed are:

1. Lead and manage the core business services of admissions, enrolments, student financials, student progress, examinations and graduations to achieve VU's dual sector goals with regard to sustainable student load and a rewarding student experience.
2. Lead and manage student management systems to ensure the systems are effectively and efficiently managed as well as the strategic technology capabilities required to achieve the Portfolio's objectives; in line with the overall student experience agenda.
3. Lead the development and management of key relationships to achieve the goals of the Student

Administration department.

4. Lead staff to deliver a quality customer service to students and stakeholders, internally and externally.
5. Manage the financial, budget and other resources of the department to plan, schedule, deliver and review all activities and business processes, ensuring a superior service to all key stakeholders.
6. Provide expert advice with respect to state and federal legislation and regulation relevant to the core business services of the department.
7. Lead the development of systems for communicating with a range of stakeholders with respect to state and federal legislation and regulations relevant to the Department's operations.
8. Lead staff, to ensure the provision of excellent services and provide relevant professional development opportunities.
9. Develop relevant policy, procedural and protocol documents consistent with current VU legislative and policy requirements and manage the implementation of them across the University.
10. Provide leadership and management of staff within the department to ensure the key objectives of the Annual Business Plan are met.
11. Provide regular and insightful reports on admission and enrolment periods and fee issues for the Deputy Vice-Chancellor's review for submission to VU committees and stakeholders.
12. Identify, assess, prioritise and control risks to the health and safety of staff, students, visitors and contractors arising from the operation of the area under their responsibility, and ensure that a safe system of work is developed and followed through appropriate training, supervision and monitoring in line with the OHS Plan.

MAJOR CHALLENGES

Within the University, this position reports to and receives broad direction from the Deputy Vice-Chancellor, Enterprise and Digital, who relies on the incumbent for specialist advice on complex and/or sensitive department matters. This position requires an understanding of Australian tertiary education, as well as an adherence to the principles of equal employment opportunity, confidentiality and privacy and an in-depth understanding of how these principles are applicable to VU's relationship with its students. Relationship management is a key focus of the position.

The incumbent operates within, understands and will be familiar with the policies, rules, regulations and procedures of Victoria University and must also have a good understanding of the following legislative instruments:

- ◆ Education and Training Reform Amendment Skills) Act 2010;
- ◆ Relevant regulations and guidelines established by the Victorian Department of Education and Early Childhood Education;
- ◆ The Higher Education Support Act 2003 (HESA);
- ◆ Higher Education Standards Framework;
- ◆ Tertiary Education Quality and Standards Agency Act 2011 (TEQSA);
- ◆ Australian Skills Quality Authority (ASQA);
- ◆ National Vocational Education and Training Regulator Act 2011
- ◆ The Education Services for Overseas Students Act 2000 (ESOS);
- ◆ Privacy and Data Protection Act (2014).

The incumbent will be required to act independently, develop strategies and policies, and establish procedures which ensure effective and efficient delivery of quality services to the VU community. The

incumbent will be required to work effectively in an often-changing environment and to respond to relevant issues with creativity and resourcefulness. The incumbent's knowledge and vision to utilise technology to deliver measurable efficiencies to VU and valued services to the students will be a critical component of success in this role.

The major challenges of the position are to:

- ◆ Lead staff to work effectively within a complex, multi-sectoral shared services environment that includes significant offshore and interstate services provision.
- ◆ Lead the development of the Admissions, Pathways and Scholarships, Enrolment, Progress and Completions, Student Finance, Data and Government Reporting, Business Systems Support and Timetabling support functions to ensure that these build on sectoral best practice and are strategically aligned with VU's strategic plan.
- ◆ Provide proactive strategic advice to senior management and executives on the range of activities undertaken within the department.
- ◆ Lead and maintain the development of effective relationships with a range of internal and external stakeholders to successfully achieve VU's objectives with respect to student administration and enrolment.
- ◆ Contribute significantly to the development of new and existing student systems and make recommendations for enhancements and upgrades to improve customer service to VU students and stakeholders.
- ◆ Lead staff to deliver excellent levels of service to students and staff to support the student experience and contribute to VU's strategic directions.
- ◆ Provide expert and high-level management advice to senior leaders of the University.
- ◆ Manage a seamless student administration experience from application to graduation, within a dual-sector institution.

KEY SELECTION CRITERIA

Essential

1. Knowledge or training equivalent to relevant postgraduate qualifications. Proven expertise in the management of significant human and material resources.
2. Significant leadership and management skills, and experience in a complex service environment, including the management of multiple internal and external stakeholders.
3. Demonstrated understanding of and capability to lead proactive shared services provision within an integrated tertiary education environment.
4. Significant skills and experience in providing strategic development and operational leadership across core student administration functions for both higher education and vocational education, including onshore and offshore and both domestic and international cohorts.
5. Significant skills and experience in developing, leading and managing teams and individuals through periods of change while maintaining high levels of service to students and all stakeholders internally and externally.
6. Exceptional communication skills, cross-cultural, negotiation and interpersonal skills to enable issues to be resolved with staff, students and external stakeholders. Ability to lead and build key relationships with stakeholders within the University and externally.
7. Strong and highly developed analytical and problem-solving skills; ability to analyse a range of complex information and to synthesise key elements and issues. Ability to review existing systems, policies and procedures to improve reporting and the student experience.
8. Demonstrated understanding and experience in the application of quality assurance policies and

procedures, and other applicable policy requirements.

9. Strong business and financial acumen and ability to monitor expenditure and ensure effective utilisation of budget allocations to meet objectives and to identify, assess and prioritise competing demands to deliver high-quality services within tight deadlines.
10. A thorough knowledge of higher education and vocational education programs, services, legislation, governance and compliance standards.
11. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.
12. Demonstrates strong leadership in the support and development of VU capabilities and values.

Desirable

13. Prior experience in a senior management role in student administration in a higher education or vocational education setting.
14. Knowledge of, and experience in working with, complaints resolutions policies and procedures.
15. Demonstrated experience in developing, implementing and reviewing business processes to support lean, strategic and operational objectives.