

# Director Student Service Operations

## HEP Level 10

<b>POSITION NUMBER</b>	952660
<b>ORGANISATIONAL UNIT</b>	Student Services and Administration
<b>POSITION REPORTS TO</b>	Chief Student Officer
<b>OVERALL PURPOSE</b>	The Director Student Service Operations plays a pivotal role in ensuring Victoria University (VU) delivers an exceptional student experience by leading a team responsible for lifecycle event coordination, performance monitoring, policy compliance, student communications, and workforce planning. Working across the entire portfolio this cross functional role supports all teams to deliver great outcomes for students and the university. Reporting directly to the Chief Student Officer, this senior leadership position is instrumental in enhancing the overall student experience.
<b>ORGANISATIONAL CONTEXT AND RELATIONSHIPS</b>	<p><b>Within the University the position:</b></p> <ul style="list-style-type: none"> <li>◆ Works directly with the Chief Student Officer to ensure the Student Services and Administration team is delivering at all times and meeting key performance indicators and service levels.</li> <li>◆ Works with the entire Student Services and Administration leadership team to assist them to carry out and monitor their deliverables.</li> <li>◆ Works closely with stakeholders from across VU including Marketing, Teaching Colleges, Finance, People and Culture, IT and Facilities to ensure the Student Services and Administration is able to perform at all times.</li> </ul> <p><b>Outside the University the position liaises with:</b></p> <ul style="list-style-type: none"> <li>◆ Prospective students and their families, vendors for key student systems and delivery partners as required.</li> </ul>
<b>LOCATION/CAMPUS</b>	The position is located at the Footscray Park Campus of the University. 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.

People and Culture use only

Date Updated		Date Classified	
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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 international campuses in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 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.

## ORGANISATIONAL UNIT

The Student Services and Administration portfolio has responsibility for domestic and international students, studying vocational or higher education at VU. It supports end-to-end student lifecycle operations and student business system configuration and oversight across VU. This collaborative and integrated service works together with the University's Colleges and other stakeholders to support students across the student life-cycle. The portfolio includes:

- ◆ Enrolments
- ◆ Fees
- ◆ Timetabling
- ◆ Systems configuration
- ◆ Government reporting
- ◆ Student Advising, Contact & Communications
- ◆ Student Equity, Safety and Wellbeing
- ◆ Service Performance Monitoring & Planning

## MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Lead, plan, and report on peak student lifecycle events such as admission and enrolment intakes.
- ◆ Lead and manage the staff of the student communications team to deliver excellent levels of service to students and staff to support the student experience and contribute to the University's strategic directions.
- ◆ Lead and manage the development and implementation of workforce planning strategies including rostering, forecasting and monitoring to ensure efficient allocation of resources.
- ◆ Provide strategic support and high-level advice to the Chief Student Officer and other key stakeholders in relation to exceptional student communication and service excellence.
- ◆ Initiate, implement and monitor key performance indicators (KPIs) to provide data-driven strategic advice and recommendations in the development of strategies for the department to evaluate to drive effective and streamlined services to students.
- ◆ Manage the preparation of high quality reports for the Chief Student Officer, including submissions, strategic documents, presentations and briefings to support informed decision-making.
- ◆ Develop, monitor, and review relevant policies, governance and compliance for legislative and university policies and develop and update work procedures specific to the portfolio.
- ◆ Ensure appropriate structures, systems and processes are in place to grow capability, to drive high performance, productivity and recognition to foster a culture of continuous improvement and innovation within the department.
- ◆ Lead and develop dashboards to enable performance monitoring to inform high quality reports.
- ◆ Develop, implement, and monitor a staff training program to support the aspirational student experience targets of the department.
- ◆ Identify, assess, prioritise and control risks to the health and safety of staff, students, visitors and contractors to the environment 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 annual OH&S Plan.

## TYPICAL/MAJOR CHALLENGES

- ◆ Maintaining high-level knowledge and understanding of contemporary issues relevant to the operation of a dual sector university, particularly in relation to student lifecycle and experience
- ◆ Ensuring that the activities of the Business Unit are aligned with the strategic and operational plan of the Student Services and Administration Department and the broader University
- ◆ Providing strategic advice on the range of activities undertaken within the Business Unit and more broadly across the Department.
- ◆ Requires high-level problem solving and resolution, and an ability to engage diverse stakeholders on complex problems that result in improvements.
- ◆ Achieving objectives operating within a complex organisational structure.
- ◆ Requires a high level of judgement when applying regulatory, governance and policy matters to University operations.

## LEVEL OF SUPERVISION

- ◆ Operates under broad direction of the Chief Student Officer and is required to manage other administrative, technical and/or professional staff.

## PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Significant knowledge in relation to the student lifecycle and experience for diverse cohorts including TAFE, Higher Education and Research students.

- ◆ Significant knowledge of University operations, governance and decision-making processes, including quality assurance policies and procedures and other relevant legislative requirements.
- ◆ Significant experience in communication and stakeholder engagement to proactively manage relationships with a range of internal and external stakeholders to successfully achieve the University's student objectives.

## KEY SELECTION CRITERIA

### Essential:

1. Knowledge or training equivalent to: Postgraduate qualifications and extensive relevant experience; or (b) extensive management experience and proven management expertise; or an equivalent combination of relevant experience and/or education/training.
2. Exceptional strategic and operational leadership and management capabilities with demonstrated high achievement in a complex service environment, including the management of multiple internal and external stakeholders and proven ability to deal effectively with high volume workload, competing priorities and unexpected events
3. Demonstrated experience in leading and developing a high performing team of professionals within student services or a related field, ensuring the ongoing capability and responsiveness of the team in a service oriented and rapidly changing environment.
4. Extensive experience in developing processes and frameworks to track strategic and enterprise-wide plans, large and complex projects, and to drive and deliver continuous improvement and a proven record of accomplishment in data management, workforce planning, and performance monitoring.
5. High level organisational, analytical and problem solving skills, with the capacity to think creatively, act strategically and an ability to provide qualitative and quantitative analysis and insights to complex issues.
6. Strong knowledge of policy development, governance, and compliance in a university setting.
7. Exceptional written and verbal communication skills, and cross-cultural, negotiation and interpersonal skills to support the achievement of organisational goals.
8. Demonstrates strong leadership in the support and development of VU capabilities and values.
9. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

### Desirable :

1. Demonstrated knowledge and experience of the tertiary education sector.
2. Experience working with student management systems and tools.

# Org Chart

