

Manager, Awards & Graduations

HEP Level 8

POSITION NUMBER	952936
ORGANISATIONAL UNIT	Student Administration
POSITION REPORTS TO	Director Admissions, Enrolments & Graduations
OVERALL PURPOSE	The overall purpose of the Manager Awards & Graduations is to lead and manage student lifecycle activities relating to the organisation and administration of student completions, awards/official documentation and graduations. The role is also responsible for providing expert advice, information and guidance on matters relating to completions to senior stakeholders.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	Within the University the position: - works closely with a network of peers and colleagues from a broad range of departments including: Student Administration, Student Services, Events Services, Future Students and Marketing, VU Sydney, VU International, VU Online, Colleges, Graduate Research and ITS. - managers team members Outside the University the position liaises with partners and vendors involved in examination, completions and awards.
LOCATION/CAMPUS	The position is currently 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.

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 a campus in Sydney. 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:

- ◆ Admissions
- ◆ Enrolments
- ◆ Student Financials
- ◆ Scholarships
- ◆ Exam, Results, Student Progress and Special Consideration
- ◆ Awards and Graduations
- ◆ Student Communications
- ◆ Timetabling
- ◆ Systems configuration
- ◆ Government reporting
- ◆ Student Advising,
- ◆ VUHQ Service Centre, Course and Unit advising
- ◆ Service Performance Monitoring & Planning

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Leading and managing the Awards & Graduations Team managing the complex set of functions and significant resources involved in the organisation of completions and graduation activities.
- ◆ Provide leadership in reviewing processes associated with completions and graduation activities, liaising with College staff and communicating outcomes with students.
- ◆ Engage with internal and external stakeholders to administer process improvements.
- ◆ Generate reports where required to identify students that have issues with their student records and support to rectify.
- ◆ Contribute subject matter expertise to projects and initiatives aiming to improve and streamline processes related to completions and graduation activities.
- ◆ Manage a team of staff dedicated to completion and graduation activities.
- ◆ Provide advice to the development and implementation of policies, procedures and processes relating to completions and graduation activities requiring a high degree of specialist knowledge and provide recommendations to the Director Admissions, Enrolments & Graduation.
- ◆ Provision of high quality and timely consultancy and advisory services.
- ◆ Provision of high-level specialist advice and leadership relating to completions and graduations.
- ◆ Development and/or implementation of processes to ensure the team meets its strategic business requirements.
- ◆ Provision of reports with recommendations associated to completions and graduations.
- ◆ Works collaboratively with colleagues in Student Administration and Student Services teams, Academic and Administrative staff to ensure consistency of advice and solutions relating to completions and graduations etc

TYPICAL/MAJOR CHALLENGES

- Plan, develop, implement and review programs/projects involving major change which may impact on other areas of the universities operations by anticipating future problems and take action to create opportunities in the medium and long term.
- The ability to think outside the apparent boundaries to develop solutions or more effective ways of operating and to assist others in problem resolution by thinking about and discussing alternative approaches.
- Operates with a high level of autonomy and with excellent judgement of how decisions made in the position and the unit will affect operations and outcomes for multiple stakeholders and departments.
- Ability to think and work strategically across the university and coach team members to do the same.

LEVEL OF SUPERVISION

Operates under broad direction from Director Admissions, Enrolments & Graduations and may be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Requires dual sector perspective and understanding of Vocational and Higher Education.
- ◆ In-depth knowledge and understanding of policies, regulations and procedures of relevant University and government departments relating to assessment for learning.
- ◆ High level understanding of the Universities Student Management and Customer Relationship Management Systems and can use these to analyse data.
- ◆ Excellent interpersonal and communication skills (oral and written), presentation and report written skills.
- ◆ Understanding of roles of managers in Student Administration and Student Services teams, Academic and Administrative staff and how they interact with other parts of the University, clients and partners.
- ◆ Develop and implement programs/projects involving completions and graduations which may impact on other areas of the institutions operations.
- ◆ Aptitude or ability to work with relevant University systems and databases.

KEY SELECTION CRITERIA

Essential

- ◆ Knowledge or Training equivalent to a degree with 4 years subsequent relevant experience or extensive experience and management expertise, or an equivalent combination of relevant experience and/or education/training
- ◆ Proven time management and organisational skills, with the capacity to work on multiple projects simultaneously and deliver results determined by critical dates in an organisational environment.
- ◆ Demonstrated relevant financial expertise (business proposals, management of budget, financial reporting, forecasting and analysis).
- ◆ Project Management experience, including the use of project management tools.
- ◆ Understanding of the University's strategic directions, structure, and decision making processes.
- ◆ Demonstrated ability to lead a team and operate as an effective team member in a diverse environment.
- ◆ Demonstrated skills in the delivery of programs and services.
- ◆ 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:

- ◆ Previous experience and knowledge of quality assurance policies and procedures and other relevant legislative and policy requirements applicable within the tertiary education sector.
- ◆ Experience in providing high level advice in an educational context.

Student Services and Administration

Admissions, Enrolments & Graduations



