



Position Description – Manager, Exams, Achievement and Graduations

Updated 19 October 2023

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Student Administration Services
Supervisor (Title)	Senior Manager, Student Administration Services
Classification	Higher Education Officer Level 8
Employment Type	Continuing, full-time

POSITION SUMMARY
<p>Working under broad direction, and as part of a University wide Student Administration Services (SAS) team, this position provides professional and efficient support services to senior management, academic staff and students across examinations, achievement, and graduation related matters across the institution.</p> <p>The role provides line management and leadership to the examinations, achievement, and graduation teams, ensuring the delivery of quality and timely services in a manner consistent with the University's strategic goals. The position collaborates closely with internal and external stakeholders for the delivery of high-quality services to both students and staff and plays an important role in developing and promoting effective processes and enhanced innovative business practices for a broad range of student administration activities.</p> <p>The position provides senior management, with service data analysis and advice to support informed decision making and service strategy development and manage people through periods of workplace change through delivering high level mentoring, coaching and performance development initiatives.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred; contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; perform their responsibilities in a manner which reflects and responds to continuous improvement; and familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i></p> <p><i>An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University COVID-19 Vaccination Policy (2022). If required, any offer of employment will be subject to the successful candidate presenting their COVID-19 Digital Certificate as evidence of vaccination or showing evidence of a valid medical exemption, where relevant.</i></p>

KEY POSITION RESPONSIBILITIES

The Manager, Exams, Achievement and Graduations is accountable for:

1. Partnering with senior university managers to provide strategic advice and lead the operation of assessment (mainly centrally administered examinations), achievement and graduations across the institution.
2. Managing the planning, administration and delivery of integrated and high-quality assessment and examination services to all stakeholders, including:
 - a. Coordinating university examination events.
 - b. Overseeing the development and promulgation of examination timetables and related schedule of timelines.
 - c. Venue management.
 - d. Examination papers.
 - e. Invigilation services.
 - f. Supporting alternative examination arrangements
 - g. Organisation of interstate/overseas examinations.
3. Liaising with Senior University staff members to ensure the timely and efficient planning, implementation and running of high-quality graduation events.
4. Taking a lead role in the delivery of strategic improvement initiatives, to develop a contemporary suite of customer-focused examination, assessment, and graduation services, including but not limited to, representing SAS on relevant projects and promoting and communicating student administration related policies, procedures and initiatives.
5. Collaborating with the SAS leadership team contribute to the overall operational performance of student administration services across the University This includes driving, analysing, and measuring the consistency of support services and processes, creating a customer-centric services environment, and striving towards a services model which is responsive, stable and sustainable.
6. Contributing to the development and implementation of effective and efficient training tools and frameworks to facilitate induction, skills training, cross skilling, and succession planning, with a key focus on career progression opportunities across student administration services roles.
7. Building and maintaining effective relationships with key stakeholders across colleges and portfolios and representing SAS at high level forums/meetings/committees where necessary to develop an understanding of current and emerging student and education support service's needs.
8. Providing leadership, mentoring, supervision, and performance management of direct reports, including fostering a team environment that embraces collaboration and a culture of customer service and continuous improvement across a range of student administration services activities.
9. Working with WHS staff to ensure that all WHS issues and risks are managed in accordance with legislation and university policy.
10. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a degree or equivalent combination of relevant experience and/or education/training in a large/complex organisation.
- Demonstrated experience leading, motivating and developing a small team with a focus on high performance, quality end results and a culture of continuous improvement that enhances customer satisfaction and operational efficiency.
- High level planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines whilst working under pressure in a high-volume, fast moving service environment.
- High level written and oral communication skills, including the ability to liaise with senior management and develop strategic and operational communications for a wide audience.
- Ability to use initiative and responsiveness in planning and developing new ideas and approaches to ensure organisational objectives are achieved.
- Demonstrated ability to liaise with and influence a range of people across all levels of the organisation.
- Proven experience in the design, implementation and management of project plans, budgets, timelines, workflows, and reporting frameworks.
- High-level problem-solving skills with the ability to exercise significant judgement and initiative.
- Exceptional organisational and time management skills including the ability to manage competing priorities and deadlines.
- Growth mindset with a demonstrated ability to be flexible and adaptable in a changing environment.
- Experience in, or an understanding of, the higher education sector (*Desirable*).