

## Position Description – Flinders Connect Manager

Updated 22/03/2023

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

POSITION SUMMARY
<p>Working under broad direction and as part of a university wide Student Administration Services (SAS) team, the Flinders Connect Manager leads the operational management of the Flinders Connect service centre and integrated enrolment support services, providing front-line whole-of-University student support services.</p> <p>In particular, the role is responsible for managing the Flinders Connect services team to deliver a current and first-class front-line student support experience via the Hub, 1300 FLINDERS and Ask Flinders, and for ensuring an integrated, quality enrolment support service across the University. The role provides line management to all customer service staff within Flinders Connect, taking responsibility for the management of a team which is customer-focused, innovative and continually seeking opportunities to improve the student service experience. The role is responsible for leading and managing high volumes of support services, including periods of high demand during key times during the University year. The position also plays a key role in providing the primary connection with Portfolio and College services ensuring a seamless and integrated student support experience.</p> <p>Working closely with SAS College Managers, the Senior Manager, SAS and Portfolio Managers, the role takes the lead in establishing and embedding referral and integration processes between front-line services and specialist support services and fosters an integrated SAS environment that embraces a culture of customer service and continuous improvement.</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"> <li>• demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred;</li> <li>• 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;</li> <li>• promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;</li> <li>• perform their responsibilities in a manner which reflects and responds to continuous improvement; and</li> <li>• familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies.</li> </ul> <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>

*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.*

### KEY POSITION RESPONSIBILITIES

The Flinders Connect Manager is accountable for:

1. Leading and managing a team capable of delivering high quality front-line student support services across a wide variety of administrative and student life cycle enquiries via multiple enquiry channels, putting the resolution of student enquiries as the primary focus of all activities.
2. Managing the quality of services provided by SAS and third-party support teams located in the Hub.
3. Fostering customer service excellence within the team by developing an in-depth understanding of the strategic direction of the University and its policies and procedures.
4. Building effective team relationships with SAS service teams (including front-line College services) and other Portfolio services teams to ensure an integrated service experience for students, from admissions through to enrolments, student progress, assessment and completion.
5. Contributing to the overall operational performance of student administration services across the University in close collaboration with SAS College Managers and the Senior Manager, SAS. This includes the effective integration of enrolment services across the University, consistency of support services (where appropriate), responsive and personable customer service, and successful inquiry resolution.
6. Managing all aspects of the Flinders Connect budget and resourcing cycle, including the management of a significant casual pool of service delivery staff to ensure adequate casual resourcing is in place to meet support demand and augment the team of ongoing front-line service staff during peak periods.
7. Leading ongoing improvements to the student experience and the operations of Enrolment Services and the Flinders Connect team by proactively identifying and driving areas for improvement within and external to the team.
8. Providing strategic and operational advice to senior management on the performance and future vision for Flinders Connect as a critical student support service within the University.
9. As a key contributor to digital innovation in SAS, lead the specification, design and implementation of online information system solutions in accordance with the strategic direction of Enrolment Services and Flinders Connect.
10. Liaising with University-wide stakeholders to develop referral protocols, gain feedback and identify any specific needs and possible new services which could be integrated into the Flinders Connect model.
11. Proactively managing risks and compliance issues ensuring controls are in place to mitigate risks and that risk strategies are tested on a regular basis.
12. 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.
13. 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.
14. Keeping informed of best practice and emerging methods in the customer/student service space within the Higher Education sector and beyond.
15. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

### KEY POSITION CAPABILITIES

- Progress towards completion of a post-graduate qualification in management and extensive relevant experience or equivalent combination of experience and/or education/training relevant to managing high-volume service delivery in a large/complex organisation.
- Demonstrated extensive experience in creating and delivering a consistent and integrated customer experience across multiple touch points within a complex environment. Demonstrated ability to create and lead a continuous improvement culture that proactively identifies, prioritises and implements changes that enhance the customer experience and improve the efficiency of business practices and performance.
- Demonstrated experience leading, motivating and developing a large team of professionals to deliver service excellence and inspiring a working culture of support, recognition and ongoing development.
- 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.
- Demonstrated high level complex and sensitive problem solving, negotiating and conflict resolution skills in a customer service context.
- 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.
- Experiencing in managing human, financial and physical resources to deliver on the operational goals of a business unit.
- Extensive knowledge and demonstrated ability to interpret and accurately advise on student-related higher education policies and procedures and provide sound advice to stakeholders on complex and sensitive matters.
- High level analytical and evaluation skills, particularly in relation to devising innovative solutions to complex organisational issues while maintaining a continuous focus on service standards.
- Demonstrated commitment and experience in leading customer-centric continuous improvement initiatives to enhance business systems, processes and procedures to improve the customer experience.
- Comprehensive knowledge of CRM and Service Management tools, customer analytics and other data management to drive insights for customer management strategies and improvement initiatives.
- Knowledge of and/or experience working within the Australian higher education sector and technology such as Microsoft Dynamics CRM, Cisco UCCX and customer queue management (desirable).