



Position Description

Student Services Manager

Position Number: XXXXXX
Position Title: Student Services Manager
Date Written: 27 February 2018

Faculty / Division: DVC Academic
School / Unit: Nura Gili
Position Level: Level 9

ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten-year strategy to 2025 and our ambition for the next decade is to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

UNSW BEHAVIOURS

UNSW recognises the role of employees in driving a high-performance culture. The behavioural expectations for UNSW are below.

Please refer to the UNSW Behavioural Indicators for the expectations of your career level (Intermediate).

Demonstrates Excellence

Delivers high performance and demonstrates service excellence

Drives Innovation

Thinks creatively and develops new ways of working. Initiates and embraces change

Builds Collaboration

Works effectively within and across teams. Builds relationships with internal/external stakeholders to deliver outcomes

Embraces Diversity

Values individual differences and contributions of all people and promotes inclusion

Displays Respect

Treats others with dignity and empathy. Communicates with integrity and openness

OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

The Nura Gili Indigenous Programs Unit is responsible for Indigenous student support services and programs, and Indigenous Studies teaching at UNSW. It was established to:

- (i) provide academic, cultural and personal pastoral care to Indigenous students at UNSW;
- (ii) increase access, participation and retention rates of Indigenous students;
- (iii) provide academic teaching programs across the University to raise understanding of, and respect for, Indigenous peoples' knowledge and cultures; and
- (iv) increase research activities that respond to the needs of Aboriginal and Torres Strait Islander Australian communities.

Nura Gili delivers an Indigenous Studies major and minor, an Indigenous Studies Honours program and an Indigenous Studies PhD program.

Statistics

- Indigenous students at UNSW [S2 2017]: 369
- Indigenous students attending Winter School [2017]: 112

The Nura Gili Student Services Team provides wrap around pastoral and academic support for Indigenous Students at UNSW. Additionally, the team supports community outreach programs to actively inform Indigenous communities about the availability of tertiary studies, and role that Nura Gili plays to provide a culturally safe place for Indigenous students and staff.

The Student Services Manager is responsible for leading the strategic and operational management of the Student Services Team, consisting of 5 x Academic Support Officers, 4 x Student Support Officers and a Recruitment and Outreach Officer.

The role reports to the Director of Nura Gili, serves on the Nura Gili Management Team and provides strategic advice that is sensitive to the needs of Indigenous peoples.

RESPONSIBILITIES

Specific responsibilities for this role include:

- Lead support services for Indigenous students enrolled at UNSW across all Faculties including provision of academic support, facilities and pastoral care. This involves case management of complex student cases or students with specific needs.
- Management of Nura Gili Student Services staff including recruitment, training, support and performance development to ensure an efficient, cohesive and highly engaged team.
- Oversee recruitment and admission of Indigenous students to UNSW programs.
- In consultation with Division of External Relations, develop and oversee annual marketing and communications strategy to improve communication and engagement with all relevant stakeholders and focus recruitment and outreach activities.
- Lead the Student Services team to ensure current UNSW operational requirements are met and develop strategic initiatives that support continuous improvement of business processes and implementation of UNSW 2025 initiatives.

- Implement strategic and operational initiatives within student support services that align with Nura Gili's academic and pastoral support strategy and positively impact on increased Indigenous enrolment, success and completion.
- Leadership of the strategic direction of the Student Services team and significant input into Indigenous student support throughout the University, in consultation with the Nura Gili Management Team and PVC Indigenous.
- Act as a key liaison point for activities and communication regarding UNSW3+ as it relates to Student Services at Nura Gili, including being Nura Gili's representative on relevant committees and workshops.
- Provision of financial oversight, accountability and involvement in budget planning for activities undertaken within the Student Services team.
- Oversee the effective delivery and tracking of the Indigenous Tutoring Program (ITP) and all elements of legislative reporting and compliance.
- Develop and maintain highly effective internal and external networks and relationships and networks external with UNSW Faculties, schools, the community, and other organisations that work with Nura Gili to increase participation in education and Indigenous student success.
- Represent Nura Gili on UNSW decision making committees such as Faculty Committees, Admissions Committees and Scholarships Committees.
- Co-ordinate data interpretation and provide strategic advice to the Director on recruitment, retention and graduation of Indigenous students.
- With the Director, play a key leadership role in ensuring a culturally safe and inclusive physical space for all Indigenous staff and students.
- Participate in increasing the profile of Indigenous programs, promote awareness of cultural diversity across the University and develop partnerships within UNSW, other educational institutions and communities.
- Ensure hazards and risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

SELECTION CRITERIA

UNSW considers that being Aboriginal or Torres Strait Islander is a genuine occupational qualification under s 14 of the Anti-Discrimination Act 1977 (NSW).

- Relevant degree with extensive relevant experience, or equivalent competency gained through any other combination of education, training and/or experience.
- Demonstrated experience and leadership in the provision of academic, welfare and pastoral support to Indigenous students in higher education.
- Well-developed leadership with the ability to manage, motivate and coach staff to develop a service-focussed work culture and team cohesion.

- Demonstrated ability to develop, deliver and continually improve processes and systems to achieve organisational goals.
- Advanced analytical and problem-solving skills and the ability to plan at both the strategic and operational levels.
- Demonstrated ability to negotiate, build and maintain effective relationships and promote a culturally appropriate customer service philosophy and culture.
- Knowledge and understanding of the needs and concerns of Indigenous secondary and tertiary students including legislation and policies that apply to Indigenous students in the higher education sector.
- Demonstrated ability to monitor and develop strategic projects for increased educational outcomes for Indigenous students and communities.
- Demonstrated understanding of contemporary issues facing Indigenous Australians and ability to communicate sensitively and effectively with Indigenous Australians.
- Ability and capacity to implement required UNSW health and safety policies and procedures.

PRE-EMPLOYMENT CHECKS REQUIRED FOR THIS POSITION

Working With Children Check

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.