**Position Description: Head of Student Services & Administration**

**Position Title:** Head of Student Services & Administration  
**Professional Level:** Professional Staff (University equivalent to HEW 8)  
**Time fraction:** Full time  
**Site:** King Street Campus  
**Reports to:** Institute Director  
**Date:** 5/1/17

**Key Purpose**
This position is responsible for the provision and management of student services and support; student admissions and learning resources support.

**Organisational Context**
Ozford Institute of Higher Education (OIHE) is a registered Higher Education Provider offering a Bachelor of Business allowing students to specialize in Management, Marketing or Accounting; and a Bachelor of Business (Accounting) course.

The Head of Student Services & Administration reports to the Institute Director.

The reporting lines are:

```
  President / CEO
     /  
  Vice President
     /  
  Institute Director
     /  
  Head of Student Services & Administration
```

**Position Summary**
This position involves the management and oversight of all Institute service and administration areas including academic, student and enrolment administration, admissions, governance and compliance.

**Responsibilities**
The responsibilities of the Head of Student Services & Administration include:
Position Description: Head of Student Services & Administration

- Oversight and management of OIHE admissions including the evaluation of applications and the management of credit transfer processes ensuring the timely evaluation of applications while maintaining accurate records for internal and regulator reporting purposes

- Ensure the provision of efficient administration and support to a series of Institute committees and Boards including:
  - Academic Board
  - Course Advisory Committee
  - Learning, Teaching and Quality Committee

  This involves recommending items for consideration, the drafting of reports, preparing and distributing agendas further to liaison with the relevant committee/Board Chair, researching/drafting supporting papers and information required for the purpose of Committee/Board business, drafting and distributing minutes and approved agendas and agreed actions monitoring their subsequent progress. Ensuring the secure storage of all committee/board documentation and decisions.

- Management of OIHE student records including but not limited to student results, enrolment and reporting

- Planning and management of core OIHE student and academic administration processes including: SET/SEU administration, student/course progress and completion, results publication, special consideration, special examinations, supplementary assessment, timetabling, subject offer, orientation

- Collaborate with the Institute Director and support and assist in the management of the Institutes portfolio of academic and administrative policies including the timely review of policies, the development and approval of required policies, and the successful and efficient implementation of policies by Institute staff.

- Management of regulator reporting requirements via HEIMS

- Manage the process for creating/editing/updating Institute information as included in course guides, student handbooks, Institute web sites

- Collaborate with the Institute Director to ensure compliance with TEQSA requirements in areas of responsibility

- Collaborate with, support and assist the Institute Director with the oversight of quality assurance as applicable to institute activities by developing, implementing and monitoring effective and efficient policies and procedures

- Contribute to Institute planning processes including course delivery plans, workforce plans, library plans,

- Manage, supervise and support the Institute Librarian and the Institute Academic Skills Advisor ensuring individual, student and staff needs are met
Position Description: Head of Student Services & Administration

- Forge and maintain collaborative and mutually supportive relationships with all Institute staff and members of the OEG
- Provide advice to the Institute Director on the effectiveness and efficiency of relevant services supplied through the SLA

Key Selection Criteria

1. A degree in a relevant discipline.
2. Extensive experience in all aspects of academic administration in a tertiary education environment.
3. Highly developed managerial skills demonstrated in an environment of large volume work flows with critical deadlines.
4. Demonstrated capacity to create, develop and implement new policies and procedures and to promote these to internal and external stakeholders.
5. Extensive experience at a senior level in student services within a higher education context.
6. Proven ability to work collaboratively with staff, client groups and stakeholders across a complex organisation.
7. Excellent interpersonal and communication skills.
8. Excellent time management and presentation skills.
9. Demonstrated experience in working productively with international students.

Signed in acknowledgment of the requirements of the position.

Name (Printed): ________________________________
Signature: __________________________ Date: ______/______/______