Head of Student Services and Administration

Oxford Institute of Higher Education

Full-time ongoing position

- One of three key Leadership Positions to be filled
- Newly TEQSA-registered Higher Education Institution
- Exciting opportunity to participate in establishing a new institution in line with the Institute Strategic Plan

Oxford Institute of Higher Education (OIHE) will offer Bachelor of Business degrees in Accounting, Management, and Marketing to international and domestic students. OIHE is associated with the well-established Oxford Education Group which offers high school, vocational, degree pathway and English-language courses.

The Head of Student Services and Administration will lead a cohesive team of support and administrative staff in maintaining high service delivery standards and integrity in processes. Reporting to the Institute Director, the Head of Student Services and Administration is responsible for the provision and management of student services and support, student admissions, and learning resources support. The Head of Student Services and Administration will oversee the service-level agreement with Oxford Education Group and provide advice to the Institute Director on the effectiveness and efficiency of relevant services provided through the SLA.

The successful candidate will have:

- A degree in a relevant discipline
- Extensive experience at a senior level in student services and administration within a higher education context
- Highly developed managerial skills demonstrated in a high-pressure, dynamic environment
- Demonstrated capacity to create, develop and implement new policies and procedures and to promote these to internal and external stakeholders.
- Extensive experience at a senior level in student services and administration within a higher education context
- Proven ability to work collaboratively with staff, client groups and stakeholders across a complex organisation
- Demonstrated ability in working with international students.

Head of Student Services and Administration, Full-time ongoing, Salary $90,000-$100,000 plus super

Further details: www.ozford.edu.au/careers
Enquiries: Ms Rong Liu rongliu@ozford.edu.au or call 03 86637188

Applications must address the Key Selection Criteria and include a cover page, a full CV and the contact details of three referees.

Please forward application to OIHE_HR@OZFORD.EDU.AU
Applications close 12 October 2015

Please note only shortlisted applicants will be contacted.
Position Description: Head of Student Services & Administration

Position Title: Head of Student Services & Administration
Professional Level: Equivalent university HEW 8-9 (faculty/department manager)
Fraction: Full-time
Site: Lonsdale Street Campus
Reports to: Institute Director
Date: 01/07/2015

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

Organisational Context
Oxford Institute of Higher Education is a registered Higher Education Provider offering a Bachelor of Business allowing students to specialise 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:

Position Summary
This position involves management of all student services areas and ensures compliance with the Education Services for Overseas Students (ESOS) Act 2000.
Responsibilities

The responsibilities of the Head of Student Services & Administration include:

1. **Leadership and Planning**
   - Lead a cohesive team of support and administrative staff in maintaining high service delivery standards and integrity in processes.
   - Provide leadership and supervision to support and administrative staff.
   - Plan effective support and administrative services in alignment with formal Institute plans.
   - Prepare reports, policies and change proposals to Executive and the Academic Board.
   - Serve as member of, or attend, relevant board and committee meetings.
   - Establish and monitor processes to ensure best practice response times to direct applications.
   - Monitor written and oral communications within the Institute to ensure high standards are maintained.

2. **Administrative and Support Services**
   - Process and assess applications for admission to the OIHE.
   - Assess the suitability of overseas qualifications for admission by reference to equivalent qualifications provided by NOOSR/NARIC.
   - Oversee the generation of offer letters to successful applicants.
   - Manage applicants’ acceptance of offer, payment of tuition fees and issuing eCoEs.
   - Ensure compliance with policies and procedures.
   - Plan, develop and review critical student services and admissions functions and set appropriate performance targets and goals for team members.
   - Ensure students are provided with current course and logistical information.
   - Ensure student records are maintained and provided to students in an accurate and timely fashion.
   - Ensure that the student application process operates effectively.
   - Ensure that students’ enrolments conform to the course structure and prerequisites and that students have met all course requirements before they are certified as eligible for graduation.
   - Ensure the library services are appropriate for student and staff needs.
   - Ensure effective provision of student welfare services and external referral as required.

3. **Management of staff**
   - Supervise the work of the Student Admissions Officer and the Librarian.
   - Manage the recruitment and induction of support and administrative staff, and participate as appropriate.
   - Develop professional development programs for support and administrative staff and conduct staff performance reviews on an annual basis.

4. **Collaboration with the Institute leadership team**
   - Collaborate with the Vice President/Institute Director and Head of School to ensure effective administration structures to manage student activities such as orientation, course advice, timetabling, examinations, and grievance procedures.
   - Collaborate with the Vice President/Institute Director and Head of School to ensure effective structures to implement and monitor student admission, academic progress, grievances, appeals and misconduct in line with approved policy.
   - Collaborate with other senior staff to develop and implement initiatives to improve the students’ experience on campus.
• Collaborate to ensure compliance with all legislative and accreditation requirements and the Institute’s own policies and procedures, and ensure that staff also comply.
• Participate in benchmarking exercises on a regular basis as required in approved policy to ensure the Institute meets or exceeds industry standards.
• Collaborate with the Vice President/Institute Director to develop, implement and monitor policy and procedures to ensure effective processes are in place.
• Provide advice to the Institute Director on the effectiveness and efficiency of relevant services provided through the service-level agreement.

Key Selection Criteria

1. Degree in a relevant discipline.
2. Demonstrated understanding of administrative processes within a higher 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 and administration 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 ability in working with international students.

Signed in acknowledgment of the requirements of the position.

Name (Printed): ____________________________________________________________
Signature: ________________________ Date: ____/____/____