

OZFORD EDUCATION GROUP

Job Description

POSITION TITLE: Student Services and Administration Manager

REPORTS TO: Rong Liu (Academic Director)

**IN CHARGE OF
OTHER STAFF:** All Student Services and Administration Staff

DATE: January 2018

Purpose of the Position:

- The primary role of this position is to ensure the efficient and effective running of the Student Support Department and Administration and daily operation of the organisation.
- The position is to maintain a high standard of leadership, professionalism and services to all stakeholders

SPECIFIC DUTIES:

Daily Organisation / OEG Operations

- Ensure the colleges are efficiently managed on a daily basis
- Monitor the daily operations of Ozford Education Group (OEG) so students learning environments are supported
- Manage or assist with significant OEG projects;
- Meet strict timelines and manage multiple tasks;
- Initiate ideas to improve OEG operation and performance
- Responsible to liaise with relevant Government Departments
- Responsible for effective communication between, parents, students, staff and Ozford community;
- Establishing and maintaining continuous improvement processes across OEG

Staff Management

- Lead and oversee the OEG Student Services Department
- Guidance, mentoring and supervising of all Student Services (SS) team
- Ensure SS team maintain a high standard of professionalism and services to stakeholders especially to Ozford clients;
- Prepare Job Description, Manual, Interview, select, appoint and induct Student Services staff and ensure all meet relevant qualification and experience requirements;
- Implement necessary policies/strategies to improve staff performance and morale;
- Conduct regular staff meetings to disseminate information and ensure all matters are actioned;
- Responsible for discipline/termination of SS staff if required;

- Work in conjunction with Management Team and staff to develop a formal professional development program and provide regular professional development training to staff

Quality Assurance/Compliance

- Ensure OEG are compliant with all regulatory standards/requirements
- Ensure staff are aware of their obligations under relevant regulatory standards/requirements
- Ensure all issued/complaints raised are addressed promptly
- Initiate and Implement necessary policies, processes and systems to ensure all regulatory standards/requirements are met
- Perform any other tasks requested by the college management

Resource Management

- Ensure high levels of efficiency and services
- Ensure budgets are set, maintained and analysed to align with OEG financial objectives
- Approve relevant purchases and invoices;
- Initiate and Implement necessary policies and procedures to ensure the efficient and effective operations of the SS Department and OEG

QUALIFICATIONS REQUIRED:

A Business and / or Management Degree (s) or equivalent, in a diverse range of education or corporate background with a focus on international education.

EXPERIENCE/KNOWLEDGE/SKILLS REQUIRED:

- A demonstrated record of extensive relevant administrative and student services experience at a senior level in a similar setting
- A demonstrated commitment to the improvement of student experience and overall organisation operation
- A demonstrated capacity to multitask and deliver outcomes within specified timeframes and budgets
- Highly developed communication skills
- The ability to work collaboratively and productively with academic and professional colleagues
- The ability to work productively with students from diverse backgrounds
- A degree or similar qualifications in a relevant discipline.

SPECIFIC KPIs TO BE ACHIEVED:

- Maintain a high standard of leadership, professionalism and services to stakeholders
- Ensure the operations of the college are running smoothly and efficiently;
- Ensure high level of efficiency and services to all clients
- SS staff performance and morale are maximised;
- Other specific KPI that aligns with OEG strategic directions

WORKING CONDITIONS AND EQUIPMENT:

A computer and an individual desk. As seen during staff induction.

DECLARATION

I (full name) _____
declare that I

have read and understood the Job Description detailed above and
accept them fully.

Signature of Employee: _____ Date:
