



## Position Description

<b>Position Title:</b> Senior Manager, Business Services	<b>Classification:</b> Bond Level 7
<b>Faculty/School/Office:</b> Student Business Centre	<b>Date Position Classified/Updated:</b> November 2024

### Purpose of the Position:

The Senior Manager, Business Services provides strategic and operational leadership and manages the timetabling and examinations, scholarships and graduation functions to provide student focused services. The incumbent also plays an important role in applications for review of decisions as well as other matters, and leads student administration services in accordance with policy and Bond University approved procedures. The Senior Manager, Business Services works closely with the Senior Manager, Enrolment and Administration, the Student Systems & Data Team and faculties/academic units in delivering student services.

The Senior Manager, Business Services provides strategic support and advice to the Director, Student Business Services and the faculties/divisions regarding the provision of quality student services and the subsequent impact on the student experience. The incumbent develops and maintains high level, strategic, collaborative relationships throughout the university community to facilitate, develop and promote a consistent, holistic approach to the student experience. This includes maintaining currency of knowledge and benchmarking across the sector, information sharing and promoting an end to end understanding of student administration processes.

The Senior Manager, Business Services develops and monitors strategy, policy and processes ensuring the consistent, effective and efficient provision of superior student- focused administrative services providing high quality support to students and staff through specialist advice. The incumbent leads and manages continuous improvement across their portfolio of responsibilities and fosters an innovative, collegial, professional and positive student centered culture.

The position requires expertise in the use of Student Management Systems, an understanding of course structures and academic progression, and an in-depth knowledge and understanding of the legislative environment (HESA, ESOS, CRICOS etc.).

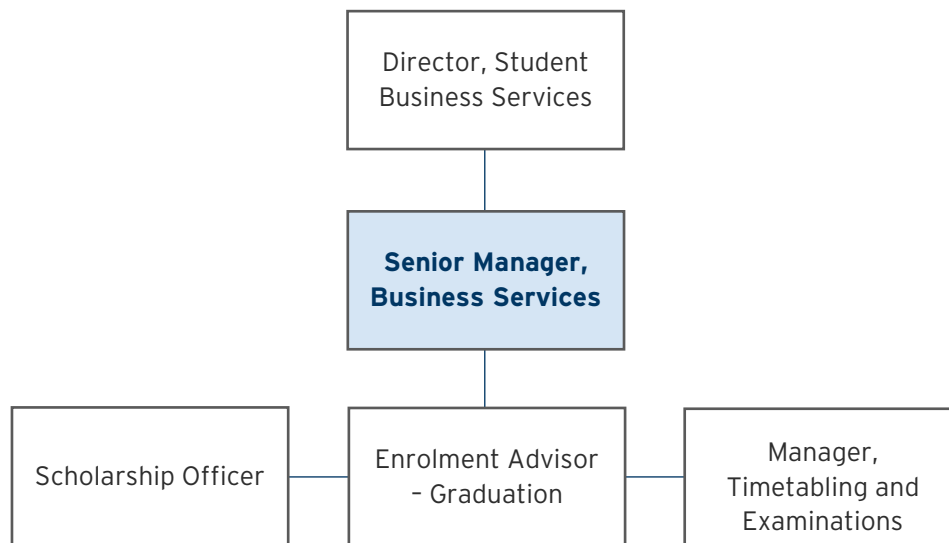
The Student Business Services Department provides academic, administrative and student services to the University community and is responsible for a large component of the non-academic domestic and international student experience at Bond University. The Department plays a pivotal role in relation to the student experience, the ability of the University to meet its enrolment and financial targets and the reputation of the University.

### Hours of Work:

This is a full-time position working Monday to Friday. Due to the liaison and co-ordination responsibilities as well as student-related support activities, there will be a need to work outside of these hours at particular times of semester to be present at graduations, examinations and other functions and events.

### Reporting Relationship:

The Senior Manager, Business Services reports to the Director, Student Business Services. The incumbent will develop effective working relationships with senior officers in the Department as well as with client groups and partners both internal and external to Bond.



### Selection Criteria:

1. University degree, preferably at master's level or equivalent and extensive relevant experience; or extensive management expertise and proven operational as well as management expertise in student administration services; or an equivalent combination of relevant experience and/or education/training.
2. Proven resource and people management skills including demonstrated ability to build and manage effective high-performance teams and to foster a positive team dynamic and service focused culture.
3. Demonstrated experience in the development and review of operational plans and organisational wide policy and procedures..
4. Demonstrated experience in building a customer service focus and culture that delivers consistency of approach across a large organisation.
5. Demonstrated ability to manage competing priorities, including the ability to lead a team to ensure consistency of approach in managing various stakeholders' needs and priorities and to utilise effective communication skills to influence at a senior level.
6. Demonstrated high level written and oral communication skills with proven ability to build effective networking relationships and the ability to provide strategic advice that can be converted into operational objectives.
7. Proven proficiency in the use of Microsoft Office suite of products, Student Management Systems and other student administration systems and software,
8. Demonstrated experience of legislative environment (HESA, ESOS, National Code, CRICOS), university degree structures, study plans, processes and procedures related to progression through an academic award.
9. Proven ability to analyse highly complex problems and develop and determine effective solutions that provide practical, economical, strategic and long-term operational benefits.

Competency	Responsibility
<b>Strategic Management, Leadership and Stakeholder Management</b>	<ul style="list-style-type: none"> <li>• Keep informed about Higher Education Policy, university trends, issues and strategies and initiatives as well as regulatory, legislative and technological advances by developing and maintaining internal and external peer networks in order to integrate these into team plans, strategies and procedures. This requires an understanding of Commonwealth legislation as well as State and Commonwealth guidelines which relate to the student related activities of the University.</li> <li>• Effectively manage projects, including those where the outcome impact Student Business Services as well as other work areas of the University.</li> <li>• Coordinate, plan and manage the routine operational tasks across the annual calendar of events, as well as conducting reviews of policy and procedure to ensure the delivery of services is continually improving.</li> <li>• Effectively manage and lead all aspects within the portfolio</li> <li>• Management and leadership of central timetabling, examinations, scholarships and graduations functions for the University.</li> <li>• Foster strong and effective working relationships with key stakeholders both within the University and the sector.</li> <li>• Take responsibility for a positive and effective team environment by leading work area goal setting and service improvement planning.</li> <li>• Develop and lead teams providing high quality, timely and appropriate advice to students relating to areas of responsibility, both directly and via other student facing work units.</li> </ul>
<b>System Database Management and Reporting</b>	<ul style="list-style-type: none"> <li>• Effectively manage use of specialised systems for timetabling, examinations, scholarships and graduations that interface with Student One Student Management System and other Enterprise systems to ensure seamless data integration, including technology upgrades.</li> <li>• Proactively review and evaluate systems, including the CRM, Student One and the Timetabling and Examinations System (Time Edit), ensuring suitability and fit for purpose and scalability for future initiatives.</li> </ul>
<b>Timetabling and Examinations</b>	<ul style="list-style-type: none"> <li>• Oversee all activities to ensure class and examination timetables, scheduling and spaces on campus are efficient and utilised effectively with a view to optimal room usage of university and faculty facilities.</li> <li>• Develop and implement efficient systems and processes to ensure ongoing timetabling and examinations requirements for the University are met.</li> <li>• Oversee discussion with faculties to ensure issues relating to timetabling and examinations are addressed in a timely manner including the development and approval of appropriate timelines to meet data requirements.</li> <li>• Liaise regularly with Faculties Management to ensure that building works schedules do not disrupt scheduling or scheduled classes or examinations.</li> </ul>
<b>Graduations</b>	<ul style="list-style-type: none"> <li>• Manage the process to identify students' eligibility to graduate, working closely with the Senior Manager, Enrolment and Administration and the Student Systems &amp; Data Team.</li> <li>• Oversee the university's conferral process and the Student Business Services Department's contribution to successful graduation events.</li> <li>• Manage graduating student cohorts on the day, including formal announcement of commencement of the ceremony, and the correct order and presentation of graduates, etc.</li> </ul>
<b>Scholarships</b>	<ul style="list-style-type: none"> <li>• Oversee scholarships monitoring, policy and procedures development and implementation, in partnership with other business areas, including the Office for Future Students and the Student Accounts Team.</li> </ul>
<b>Policy, Regulations and Procedure</b>	<ul style="list-style-type: none"> <li>• Provide advice and engage in the formulation, review and development of policies and procedures which impact students and the University, ensuring specific focus on bringing consistency of approach to the functions relating to the provision of services to students within the portfolio.</li> </ul>

<b>Decision Making</b>	<ul style="list-style-type: none"> <li>Assess and provide outcomes on applications for review of decisions as well as other matters.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Work collaboratively with the Senior Manager, Enrolment and Administration to ensure sufficient staff coverage from the portfolio on the roster for the University's Student Assist function (Bond's student enquiry service) which the Senior Manager, Enrolment and Administration oversees; supporting the Department's enquiry management function and associated student administration tasks arising from enquiries.</li> <li>Proactively build and maintain working relationships with managerial level stakeholders at faculty and division level to ensure excellent customer service to students.</li> <li>Oversee integrated operational planning and the development and review of best practice processes for student engagement and administration functions, ensuring compliance with policy; and</li> <li>Liaison with parents and community members as required.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Provide secretarial and administrative support to committees and working parties as appropriate.</li> <li>Other duties as prescribed by the Director, Student Business Services.</li> <li>Act for Director, Student Business Services in their absence.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Maintain and continuously improve compliance and operational effectiveness promoting development of expert knowledge and proficiency with systems, policy legislation and current university sector best practice. This includes working with the Student Systems &amp; Data team to drive improvements and enhance functionality in Student One, Time Edit or other systems.</li> </ul>
<b>Understanding of Quality Assurance</b>	<ul style="list-style-type: none"> <li>Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.</li> <li>Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.</li> </ul>
<b>Understanding of Cultural Sensitivity</b>	<ul style="list-style-type: none"> <li>Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship.</li> <li>Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.</li> </ul>
<b>Understanding of WHS Responsibilities</b>	<ul style="list-style-type: none"> <li>Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area.</li> <li>All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame.</li> <li>Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).</li> </ul>
<b>Equal Opportunity and Inclusion</b>	<ul style="list-style-type: none"> <li>Bond University is an equal opportunity employer, and we encourage our students and staff to respect individuality, inclusiveness and diversity.</li> </ul>

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.