

JOB DESCRIPTION

Group Leader Student Development



ROLE TITLE	Group Leader Student Development
SECTION/DIVISION:	Shared Services Division, Student Experience
REPORTS TO:	Head of Student Experience
DIRECT REPORTS (FTE):	20
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Manage and supervise the Shared Services Student Development activity to provide high quality services for undergraduate students to complement an outstanding University of Otago experience, student participation, success, retention, completion of academic study, and general well-being. Contributes to an excellent student experience through the delivery of high quality services, and by providing consistent referral and coordination pathways to the wider support network for undergraduate students.</p> <p>This role oversees the provision of accurate course advice and academic information to prospective and current students; promotes study-related opportunities for students; support for academically at risk students; and undertakes referrals as appropriate to specialist academic and other student support services.</p> <p>The role will guide and develop a supportive and high performance work culture. A strong customer service orientation and commitment to continuous improvement initiatives is critical to the success of the role.</p>
ACCOUNTABILITIES:	<p>Manage and supervise the provision of a high quality, holistic, student focused customer experience by contributing to and overseeing the provision of the Shared Services Student Development activities.</p> <p>Ensure clear communication channels are created and communicated to staff. Ensure enquiries are managed effectively so staff will refer undergraduate students in need of assistance, having confidence that the student will receive the appropriate support.</p> <p>Be the escalation point for complex enquiries and complaints. Take action to appropriately problem solve, resolve or refer as most appropriate. Monitor resolution activity and keep customers apprised of progress. Handle all matters sensitively, courteously and responsively.</p> <p>Implement, communicate and regularly monitor all feedback channels to gauge customer experience and service quality. Strive for service excellence by identifying service gaps and issues and initiating improvements.</p> <p>Ensure the Unit activity operates in accordance with all required regulations, maintains strict confidentiality, privacy and integrity of information. Ensure Unit staff are informed and understand legislative obligations and privacy requirements for the work.</p> <p>Implement and communicate effective and efficient operating procedures, frameworks and services delivery plans. Communicate and ensure the Unit staff understand all relevant guidelines, policies, procedures, timetables, deadlines, changes and amendments to regulations and programmes, new programmes, referral pathway options, etc. to enable their work. Proactively identify opportunities to improve services delivery, including reviewing and contributing to processes, procedures and policies development; and the addressing of anomalies or service gaps.</p> <p>Seek new opportunities for enhancing the Unit's services by collaborating with peers and Shared Services colleagues. Build and maintain close working relationships with Student</p>

& Academic Services Units, the Quality Advancement Unit, Academic Associate Deans, and academic staff. Continually align and streamline processes; develop service consistency; leverage resourcing and collective knowledge; and create communities of practice with an improvements focus.

Manage the day-to-day work activities of the team, including resource allocation, timelines and expected customer experience. Prioritise and flexibly deploy staff to ensure appropriate coverage and availability during activity high/low points. Develop staff to be multi-skilled across a variety of academic programmes and to be an exemplary professional team.

Maintain up-to-date knowledge, technical skills and understanding of new developments in the area of student administration, and programmes and courses. In addition to the University's broad range of degree regulations and structures, curriculum and individual courses, student administration processes and deadlines; and the wide range of student support services that the University provides.

Contribute to the Shared Services Student Experience strategic and business planning processes by providing operational insights.

Perform Departmental Health & Safety Officer (DHSO), first aid and/or fire warden duties (if required); and ensure reasonably practicable steps are taken to create a safe and healthy work environment.

KEY RELATIONSHIPS:

Internal

Students

Strong relationships with student support services Units and teams

Associate Deans, Academic Heads and staff

Director Student & Academic Services and other leaders

Quality Advancement Unit

Committees; advisory and operational support services

Shared Services colleagues

External

Prospective students

Whanau and parents

Peers from other universities

Otago University Students' Association

Government departments, institutions and agencies such as Ministry of Education,

Tertiary Education Commission, NZQA

QUALIFICATIONS & EXPERIENCE:

Essential

Qualification or body of knowledge appropriate to the role.

5+ years' experience providing student administration or academic programme or related services in a tertiary education organisation.

Proven supervisory experience of a team providing quality, customer focused administration services.

Preferred

Tertiary qualification

Experience managing the provision of a student support service (tertiary course advising an advantage).

Experience of working with a range of student support services.

TECHNICAL SKILLS AND KNOWLEDGE:

Essential

Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills.

Experience using University information systems.

Preferred

Experience and understanding of a student management system or a Customer Relationship Management (CRM) system.

Experience of using eVision an advantage.

SPECIAL REQUIREMENTS:

May be required to work outside of normal hours during peak periods.
 May be required to travel to other University of Otago campuses.
 Annual leave may not be approved from 1 Dec to mid-March due to peak period activity.
 Actively participate in University wide activities such as attend graduations, careers expos and recruitment activities.

DIRECT BUDGET ACCOUNTABILITY:

Budgetary responsibility as directed by Head of Student Experience.

HEALTH AND SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
ENABLE	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
PERSONAL ATTRIBUTES	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
PEOPLE MANAGEMENT	Manage and Develop Capability	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Work Outcomes	Intermediate
	Change and Innovation	Intermediate
LANGUAGE AND CULTURE	Te Reo	Intermediate
	Tikanga Māori	Intermediate

CAPABILITY FRAMEWORK DESCRIPTORS

Group Leader Student Development

ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
ADEPT	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
<p>Tailor communication to the audience</p> <p>Clearly explain complex concepts and arguments to individuals and groups</p> <p>Actively listen to others and clarify own understanding. Create opportunities for others to be heard</p> <p>Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p> <p>Co-operate across work areas to improve outcomes for customers</p>	<p>Build a supportive and co-operative team environment</p> <p>Share information and learning across teams. Support others in challenging work situations</p> <p>Acknowledge outcomes which were achieved by effective collaboration</p> <p>Engage other teams or work units to share information and solve issues and problems jointly</p>	<p>Utilise facts, knowledge and experience to support recommendations</p> <p>Work towards positive and mutually satisfactory outcomes</p> <p>Identify and resolve issues in discussion with other staff and stakeholders</p> <p>Identify others' concerns and expectations</p> <p>Keep discussion focused on the key issues</p>

ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
ADEPT	INTERMEDIATE	ADEPT	INTERMEDIATE
<p>Take responsibility for delivering on intended outcomes. Use own expertise and seek others' expertise to achieve work outcomes</p> <p>Ensure team/work unit staff understand expected goals and acknowledge success</p> <p>Identify resource needs and ensure goals are achieved within budget and deadlines</p> <p>Identify changed priorities and ensure allocation of resources meets new organisational needs. Ensure financial implications of changed priorities are explicit and budgeted</p>	<p>Understand the team/work unit objectives and align operational activities accordingly</p> <p>Initiate and develop goals and team plans and use feedback to inform future planning</p> <p>Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary</p> <p>Ensure current work plans and activities are consistent with organisational change initiatives</p>	<p>Research and analyse information, identify interrelationships and make relevant evidence based recommendations</p> <p>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</p> <p>Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness</p> <p>Identify and share organisational process improvements to enhance effectiveness</p>	<p>Take responsibility for own actions and be accountable for the outcomes of others</p> <p>Understand delegations and act within authority levels</p> <p>Be alert to risks that might impact the completion of an activity and escalate these when identified</p> <p>Use financial and other resources responsibly</p>

 PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
ADEPT	INTERMEDIATE	ADEPT	INTERMEDIATE
<p>Be flexible, show initiative and respond quickly when situations change</p> <p>Give constructive and honest feedback and advice using appropriate manner and tone</p> <p>Listen when ideas are challenged, seek to understand the nature of the challenge and respond constructively</p> <p>Raise and work through challenging issues and seek alternatives</p> <p>Keep control of own emotions and stay calm under pressure and in challenging situations</p>	<p>Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism</p> <p>Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance</p> <p>Recognise and report misconduct and inappropriate behaviour</p>	<p>Look for and take advantage of opportunities to learn new skills and develop strengths</p> <p>Show commitment to achieving challenging goals</p> <p>Examine and reflect on own performance and areas for improvement. Encourage feedback from colleagues and stakeholders</p> <p>Demonstrate a high level of personal motivation and maintain own motivation when tasks become difficult</p>	<p>Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints</p> <p>Seek input from others who may have different perspectives and needs</p> <p>Adapt and respond positively in diverse environments</p>

 PEOPLE MANAGEMENT

Manage and Develop Capability	Inspire Direction and Purpose	Optimise Work Outcomes	Change and Innovation
<i>Engage and motivate staff and develop capability and potential in others</i>	<i>Communicate goals, priorities and vision and recognise achievements</i>	<i>Manage resources effectively and apply sound workforce planning principles</i>	<i>Support, promote and champion change, and assist others to engage with change</i>
ADEPT	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
<p>Define and clearly communicate roles, responsibilities and performance standards to achieve team/work unit outcomes</p> <p>Develop team/work unit plans that take into account team capability, strengths and opportunities for development</p> <p>Provide regular constructive feedback to build on strengths and achieve results</p> <p>Coach staff and encourage professional development and continuous learning</p> <p>Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way</p>	<p>Assist team to understand organisational direction and explain the reasons behind decisions</p> <p>Ensure the team/work unit objectives lead to the achievement of outcomes that align with organisational strategy, policies and services</p> <p>Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</p> <p>Recognise and acknowledge individual and team performance</p>	<p>Develop team/work unit plans that take into account team capability and strengths</p> <p>Plan and monitor resource allocation effectively to achieve team/work unit objectives</p> <p>Ensure team members work with a good understanding of work principles as they apply to the work area</p> <p>Participate in wider work unit workforce planning to ensure the availability of capable resources</p>	<p>Promote change processes and communicate change initiatives across the team/unit</p> <p>Accommodate changing priorities and respond flexibly to uncertainty and ambiguity</p> <p>Support others in managing uncertainty and change</p>



Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
INTERMEDIATE	INTERMEDIATE
<p>Demonstrate use of te reo Māori words and phrases in appropriate work place settings</p> <p>Has prepared and can communicate accurately own mihi if required in the work place context</p> <p>Take part in opportunities to practice and extend own language capability</p>	<p>Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities</p> <p>Demonstrate an appropriate workplace understanding and awareness of tikanga Māori</p> <p>Has knowledge of the Articles and Principles of Te Tiriti o Waitangi</p> <p>Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi</p>