

Position Description – Senior Manager, City Campus Services

Updated 23/09/2024

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Division of Student Experience and Management
Supervisor (Title)	Associate Director, City Campus Services
Classification	Higher Education Officer Level 9
Employment Type	Continuing, full-time

POSITION SUMMARY
<p>Working under broad direction, the Senior Manager, City Campus Services, leads the development, implementation and ongoing operations of high-quality, integrated support services for students, staff and external stakeholders at Flinders' City Campus.</p> <p>The position is responsible for leading a multi-disciplinary team to deliver student and customer-centered support services and operations in a complex and high-volume service environment. As a strong collaborator and senior expert in the Flinders' City Campus, it acts as the primary connection with portfolio and college service teams to achieve a seamless and integrated student support experience and effective campus operations. The position also plays a key role in achieving the City Campus service vision by leading the development and implementation of projects focused on service excellence, digital innovation and customer strategies that enhance the student and customer experience and support university goals. With a strong emphasis on the student journey, this role champions best practices in service delivery and operations, actively seeking opportunities for ongoing improvement.</p> <p>Working closely with the Associate Director, the position will manage the delivery of strategic and operational initiatives and projects that contribute to a vibrant, engaging and activated City Campus experience, and make a proactive and positive contribution to the broader service culture and strategic directions of the University.</p> <p>The incumbent will be required to work within the City Campus hours of operation, these being 8am to 8pm. Hours of work may be undertaken on a rostered arrangement.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred; contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; perform their responsibilities in a manner which reflects and responds to continuous improvement; and

- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.

A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.

KEY POSITION RESPONSIBILITIES

The Senior Manager, City Campus Services is accountable for:

1. Leading and managing a multi-disciplinary team that delivers high quality front-line and specialist support services for Flinders' City Campus across a wide variety of administrative and student life cycle enquiries and via multiple enquiry channels.
2. Overseeing and managing of all aspects of the City Campus Services team and campus operations, resourcing cycle, and service performance. This includes ensuring quality and consistency of service delivery, planning adequate resourcing to meet support demand, and delivering student and stakeholder services to agreed standards.
3. Leading the overall analysis, monitoring and reporting of performance to drive continuous improvement of support services, including the development and implementation of the standards and service management frameworks required to deliver exceptional services that meet the University's strategic and operational needs.
4. Providing leadership, supervision and performance management of direct reports and engage with employees operating across a matrix structure, including fostering a team environment that embraces collaboration across organisational boundaries to create a coherent and connected service team that represents and supports all colleges and portfolios.
5. Champion strong collaboration by building effective relationships with portfolio and college services teams to ensure an integrated service experience for students and stakeholders, including Property, Facilities and Development and Information and Digital Services.
6. As a key contributor to digital innovation in service delivery, lead the specification, design and implementation of online information management and system solutions in accordance with the strategic direction of the University.
7. Fostering customer service excellence and innovation within the team, including leading ongoing improvements to the student experience and the operations by proactively identifying and driving areas for improvement within and external to the team. This includes providing strategic and operational advice to senior management on the performance and future vision of support services as a critical enabler to the City Campus success.
8. Developing and implementing effective and efficient training tools and frameworks to facilitate induction, skills training, cross skilling and succession planning, with a key focus on career progression opportunities across student and customer services roles.
9. Proactively resolving issues, escalating incidents and managing risks and compliance issues ensuring controls are in place to mitigate risks and that risk strategies are tested on a regular basis.
10. Fostering and maintaining positive and professional networks with the student body, university colleagues, business, industry, government, non-government and other universities.
11. Keeping informed of contemporary best practice and emerging methods in customer/student service delivery within the Higher Education sector and beyond.

12. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Postgraduate qualifications and relevant experience; or extensive management experience and proven management expertise; or an equivalent combination of experience and/or education and/or training.
- Knowledge of and/or extensive experience in the higher education sector and an understanding of university structure, policies, and procedures, particularly in relation to student and/or customer service.
- Demonstrated experience leading, motivating and developing a large team of professionals to deliver service excellence in a customer-centric environment and foster a high-performance culture of respect, support, innovation and continuous improvement.
- Highly-developed planning and project management skills, with demonstrated experience in establishing priorities, allocating resources and meeting conflicting deadlines in a large, complex organisation and demanding service environment.
- Advanced skills in analysing customer insights from multiple channels to generate reports and recommendations that drive business and/or service improvements to enhance the customer experience.
- High level written interpersonal and oral communication skills, including the ability to negotiate and influence with a diverse range of stakeholders including senior managers on complex, sensitive issues.
- Demonstrated high level complex and sensitive problem solving, negotiating and conflict resolution skills, and sound judgement to resolve issues, escalate incidents and manage risk and compliance.