POSITION DESCRIPTION –SCHEDULE A

POSITION DESCRIPTION DOCUMENT PURPOSE

The purpose of this position description document is to provide you with a clear understanding of your role, and how that role fits within Melbourne Institute of Technology (MIT) as an organisation.

This document provides an outline of your key areas of accountability and desired outcomes from satisfactory performance of the role. It does not provide an exhaustive list of tasks and activities that are required to be performed to fulfil the role.

POSITION DETAILS

Position Title:	Manager, Academic Services and Administration
School / Division:	Academic Department
Classification:	Educational Services (Post – Secondary Education) Award 2010.
Employment Mode:	Full Time
Campus:	Melbourne
Probationary Period:	6 months
Reporting to:	Campus Director
Direct reports:	Academic Services Team (3)

ROLE

The Manager Academic Services and Administration (MASA) will manage the administration of the Academic Department to deliver operational excellence across its academic responsibilities, help to formulate and implement academic policies and procedures; coordinate and manage the academic administration staff and act as an academic secretary for the Executive Dean. The position is responsible for academic student administration, coordination, counselling and student services. This would include the development of action plans, and their effective implementation, to support achievement of operations' strategic objectives. The Manager Academic Services has cross campus responsibilities that include the effective implementation and monitoring of relevant policies, procedures and processes. MASA has oversight cross campus responsibilities that encompasses periodical reviews of the academic administrative functions and official manuals for quality control and consistency.

The MASA reports to the Campus Director or nominee. Liaises with the Executive Dean and the Group General Manager regularly.

MIT VISION AND GOALS

MIT: A proud history, a confident future

Founded in 1996, Melbourne Institute of Technology (MIT) has provided outstanding, employment-focused degrees in Business and ICT for almost 30 years.

MIT grew to over 4,000 students prior to the onset of the Covid-19 pandemic. Like all higher education institutions, MIT was impacted by the closure of international borders triggered by the pandemic.

Since the reopening of international borders, confidence has returned to the international student market. MIT's high-quality student programs and organisational agility will enable it to renew its growth trajectory, achieve University College status, and lay the foundations for the next decade of success.

Vision
MIT aspires to be one of the leading providers of industry-engaged, employment-focused higher education programs, equipping students with the knowledge, skills, and opportunities to build successful careers.

Mission
MIT inspires students and helps them create their future through employment-focused educational programs. These are developed and delivered in collaboration with industry, and underpinned by excellence in learning and teaching, scholarship and research.

Values
- Excellence;
- Integrity;
- Accountability
- Transformational Change, and
- Agility

MIT's overarching goals are to:
- Become one of the top 20 higher education institutes in Australia for high-quality student experiences and learning outcomes
- Attain Self-Accrediting Authority status during 2023
- Progress towards achieving University College status by 2027
- Capitalise on the reopening of international borders to rebuild student numbers: achieve pre-pandemic EFTSL levels by 2025 and 5-10% growth per annum thereafter
- Achieve student satisfaction and graduate employment outcomes equal to or above industry averages in all courses
- Be renowned for excellence in industry-engaged learning with all students engaging with industry as part of their course
- Continue to deliver outstanding, student-centric support services
- Be recognised as a high-performing employer of choice

MIT ORGANISATIONAL STRUCTURE

MIT business model comprises four (4) key focus areas as guided by its vision: Academia, Finance, Marketing, and Operations. Our organisational structure is designed to ensure each of these areas is fully resourced.

Our Executive Management Committee (EMC) is responsible for the development of our strategic plan and effective implementation of strategies across all business areas. It comprises our:
- Chief Executive Officer,
- Managing Director,
- Group General Manager and Human Resources Director (pro tem) and
- Executive Dean

RESPONSIBILITIES

The Manager, Academic Services and Administration (MASA) is responsible for ongoing effectiveness and efficiency of the Student Academic Administrative Services of the Academic Department and to sustain quality within budget guidelines for MIT Melbourne. This responsibility incorporates the areas as set out below.

Area	Outcomes
Administration activities (including responsibility for managing, monitoring and implementation of credit transfers, FedUni and MIT administration management, appeals, professional development organisation, academic misconduct, plagiarism, special consideration, monitoring staff qualifications, as well as academic scholarship and the 5-year unit planner)	Ensure administration activities: ▪ Efficiently retain all data accurately and in accordance with approved policies and procedures ▪ Facilitate compliance with Partner Institute's (FedUni) policies and procedures in matters relating to student academic services. ▪ Facilitate compliance with all partner and other regulatory bodies (as applicable) ▪ Facilitate system compliance (ensuring appropriate access to administrative staff) ▪ Timely preparation and submission of MIT accreditation applications
Service streams (including academic staff orientation; Reception; Student academic counselling/intervention strategies; Coordination and management of students' academic services functions and events; Student academic Support Services, timetabling of classes, examinations and tests)	Ensure provision of high-quality services that: ▪ Comply with policies and procedures of MIT and the partner institute, FedUni, as applicable ▪ Are underpinned by MIT values ▪ Represent value for money outcomes ▪ Are systematically coordinated, calendarised, timetabled and effectively communicated to staff ▪ Are benchmarked with best practice

Be in charge of and provide direction and leadership in the student academic services area	Ensure that administrative procedures comply with MIT and/or Fed. Uni policies and procedures in both Melbourne and Sydney campuses, and implement strategic intents in the student academic administrative services ▪ Student records held within the academic department ▪ Manage support services dedicated to student success and transformation ▪ Help Desk Services (reception, referral and liaison of partner student's matters to the respective personnel at the partner institution e.g FedUni-CUP or relevant schools) ▪ In-charge of the day-to-day operational matters of the academic administration of the Department.
Monitoring progress towards goal achievement and implementing timely corrective action (where required)	Ensure: ▪ That moderation of assessment across MIT and FedUni is according to plan. This includes cross campus moderation (MIT units moderation between MIT Melbourne and MIT Sydney) and moderation for partner assessment for MIT Melbourne only. ▪ The timely reporting of progress against plan ▪ The revision of plan to take into account changed circumstances (when required) ▪ That appropriate action is taken in order to achieve goals
Effective Implementation of relevant policies, procedures and processes across MIT campuses	Ensure: ▪ Registers of policies (where required) are maintained and kept up to date; ▪ Periodical (annual) reviews of the academic administrative functions are conducted and results reported to EMC and TLC, as appropriate ▪ Periodic (annual) review of official manuals including: the Administrative Services, the Supplementary Manual to the MIT Employee Manual for academic staff, the examination manual etc. for quality control and consistency. ▪ Assist the Executive Dean and the Registrar in preparing reports on effective implementation of academic policies and procedures
Ongoing learning and developing self	Attendance at relevant training courses and completion of self-development activities
Managing and developing staff members	▪ Lead and motivate an academic administrative team that will deliver excellent support services for the

	entire range of academic administration activities in both Melbourne and Sydney campuses ▪ Develop staff in all relevant areas so that there is cross development of skills and individual development ▪ Monitor staff performance against the assigned measures
Participation in MIT Departmental Meetings	Assist the Executive Dean in organising meetings and by taking minutes including that of the Teaching & Learning Committee. Actively participate in all departmental meetings including: ▪ Adequate preparation ▪ On-time attendance ▪ Contributing to discussions
Provide administrative support to the Learning & Teaching Committee and all Higher Degree by Research (HDR) Committees, including performing duties as the Secretary for LTC and HDR committees.	Ensure the committee's; ▪ meetings are held on time and on topic. ▪ meeting minutes are accurate, complete and distributed in a timely manner. ▪ records are organised and accessible to committee members. ▪ members have the information and resources they need to do their jobs effectively. ▪ work is coordinated with other departments and units. ▪ The committee's decisions are communicated to stakeholders in a timely and clear manner. ▪ Provide administrative assistance to achieve actionable items.
Support the administration of the HDR (Higher Degree by Research) programs	▪ Managing the application process, coordinating with supervisors and students, and ensuring that all students are meeting the requirements of their research degrees. ▪ Responsible for developing, implementing and maintaining policies and procedures for HDR programs as required. ▪ Responsible for preparing agendas and briefing materials for HDR meetings, and if required taking meeting notes and distributing them to participants. ▪ Manage and maintain software systems used to manage HDR programs by Supervisors/Students. ▪ Manage and maintain Supervisor Registers for HDR for both schools with liaison with Heads of Schools. ▪ Ensure all Supervisors have gone through the relevant supervisor training courses prior to being assigned to research students.

Interaction with External Bodies	▪ Liaise with government bodies when required ▪ Co-ordinate and liaise with Partner Providers in matters related to Student Academic Services
Special projects and other duties	Ensure special projects and other tasks assigned (as may be from time to time) are carried out efficiently and effectively. This will include assisting Executive Dean on administrative tasks.