



## **POSITION DESCRIPTION – Professional Services Staff For levels 6/7 and above**

Position Title: Senior Manager, Compliance, Fees & Scholarships Level: 8/9

Division: Student Administration Services

Unit: Admissions, Fees and Scholarships

### **Primary purpose of the position:**

The Senior Manager, Compliance, Fees and Scholarships is responsible for managing and monitoring student fees, international student compliance and the operational administration of scholarships and sponsorships to meet with legislation and quality assurance requirements. This includes monitoring legislative changes and meeting obligations under the Higher Education Support Act, the ESOS Act and National Code; managing institutional and individual student reporting requirements and cohorts ensuring that they are compliant with related UOW and external policy across the full student life-cycle; managing and implementing efficient and effective administration of student fees, scholarships, sponsorships and prizes; and ensuring oversight of related procedures.

The role is responsible for identifying areas of ongoing improvement to enhance customer service standards and quality assurance outcomes. The Senior Manager, Compliance Fees and Scholarships is the institutional subject matter expert on fees, international student compliance, scholarships, sponsorships and prizes, providing advice and recommendations to key internal stakeholders.

This role will also have a strong focus on change management and team building to establish a high-performance culture with customer focused outcomes and industry expertise. The role will also contribute significantly to systems projects being undertaken at the University.

The role supports the Associate Director, Admissions, Fees and Scholarships.

### **Position Environment:**

The Student Administration Services Division manages and delivers student-focused administrative services relating to all administrative aspects of students' engagement with their studies including admissions, fees, scholarships, international student compliance, student enquiries, student communications, timetabling, exams, progression and graduation. Delivering an efficient and transparent end-to-end service effectively requires the Division to seamlessly integrate with other DVC and Pro Vice Chancellor portfolios, Faculties and Schools, as well as other Divisions and Units within DVCA portfolio.

The University of Wollongong is a leading Australian university with a history of outstanding achievement in teaching and learning. UOW attracts students from more than 130 countries and is fundamentally committed to providing our diverse body of students with an engaging world class and internationally oriented learning experience. For more than a decade UOW has proven to be outstanding in the area of student experience. UOW strives to be recognised nationally across key student experience categories in the National Student Experience Survey (SES) results.

The Student Administration Services Division is one of eight Divisions within the DVCA portfolio and works closely with and across the University’s campuses and business units with the combined purpose of ‘transforming lives, together’. The portfolio is a passionate and inclusive community that seeks to create opportunities and empower people to achieve their full potential. Staff and students work in partnership to ensure outstanding university education and experiences for all. The portfolio sees strength in diversity and collaboration, and view equality as essential. The portfolio is proud to acknowledge Aboriginal custodianship of country and to take the path of reconciliation.

**Major Accountabilities/Responsibilities:**

	<b>Responsibilities</b>	<b>Outcome</b>	<b>Percentage of Time</b>
1.	<p><b>LEADERSHIP AND BEST PRACTICE</b></p> <p>Develop, implement and ensure best practice across all areas of student compliance, fees, scholarships, sponsorships and prizes.</p> <p>Manage relationships, lead and contribute specialised expertise to internal and external forums and working groups centred on ongoing improvement around policy, compliance and best practice.</p> <p>Lead continued innovation around systems and processes to ensure that the University is equipped to meet its customer service standards and legislative requirements in the compliance, fees, scholarships, sponsorships and prizes space.</p> <p>Support a cohesive approach across teams, including all of SASD teams, particularly Admissions in peak times to ensure efficient student application to enrolment turn-around times.</p> <p>Support the Associate Director, Admissions, Fees and Scholarships in leading a high-performance team.</p> <p>Lead and support an operational service team to excel in efficient and effective screening and reporting. Work collaboratively with other Senior Managers in the Division to ensure excellent customer service ethos.</p>	<p>UOW complies with regulatory, legislative and internal QA requirements, international student compliance and fees requirements.</p> <p>All aspects of compliance, fees, scholarships, sponsorships and prizes meets internal and external requirements in a timely manner whilst providing high customer service standards.</p> <p>A culture of customer service with a client focus</p>	25
2.	<p><b>INTERNATIONAL STUDENT COMPLIANCE</b></p> <p>Management of the full international student life-cycle with regards to compliance and the compliance risk for the institution whilst maintaining customer service standards and timeframes:</p>	<p>UOW complies with legislation.</p> <p>All aspects of compliance processing and reporting meets external and internal</p>	25

	<ul style="list-style-type: none"> <li>• Lead UOWs international student compliance with regulatory and quality assurance requirements</li> <li>• Manage controls for the issuance of Certificates of Enrolment (COEs) and any subsequent updates, withdrawals and reporting as required under legislation using the Department of Education’s PRISMS system.</li> <li>• Collect and analyse cohort-based intelligence from current student profiling and reporting to inform institutional processes for prospective students such as the Genuine Temporary Entrant (GTE) screening.</li> <li>• Oversight of efficient and effective compliance components of the international admissions process.</li> <li>• Monitor, implement and communicate legislative changes and lead policy changes as needed.</li> <li>• Develop, implement and ensure currency of related UOW policies.</li> <li>• Compilation and review of legislative and internal reporting.</li> <li>• Provide strategic support and manage operations across compliance and assist in admissions oversight duties during peak periods.</li> <li>• Data analysis, trends and reporting (AQS, Faculties and Executive) to inform internal strategic decision making.</li> </ul>	<p>requirements and time frames.</p> <p>Institutional decisions can be made on the basis of information from the full student life-cycle.</p> <p>International admissions, including compliance screening is within internal turnaround tolerances and any appropriate internal and external (agents) SLAs.</p>	
3.	<p><b>FEES</b></p> <p>Management of effective and customer-focussed student fee administration:</p> <ul style="list-style-type: none"> <li>• Develop, monitor and implement efficient processes to meet legislative and internal quality assurance requirements</li> <li>• Develop, implement and ensure currency of related UOW policies</li> <li>• Lead and support operations of all aspects of fee management.</li> <li>• Monitor and contribute to Commonwealth Assistance related information and guidelines, ensuring accurate monitoring and information dissemination to students</li> <li>• Develop and implement communications with stakeholders to inform processes and ensure informed decisions (Faculties, Finance and external network of university Fees Managers)</li> </ul>	<p>UOW complies with legislation.</p> <p>All aspects of fees processing meets external and internal requirements and time frames.</p> <p>All stakeholders have most current information.</p>	25
4.	<p><b>SCHOLARSHIPS, SPONSORSHIPS AND PRIZES</b></p> <p>Management of effective and customer-focussed student</p>	<p>UOW complies with legislation.</p>	25

	<p>scholarship, sponsorships and prizes planning and administration:</p> <ul style="list-style-type: none"> <li>• Lead the implementation of new strategic UOW-funded scholarship initiatives</li> <li>• Lead the SASD relationship management of internal and external stakeholders</li> <li>• Develop, implement and ensure currency of related UOW policies</li> <li>• Lead and support operations of all aspects of scholarships, sponsorships and prizes.</li> <li>• Develop and implement efficient processes</li> <li>• Develop and implement communications with stakeholder to inform processes and ensure informed decisions</li> </ul>	<p>UOW is maximising scholarship, sponsorship and prize opportunities for students</p> <p>All aspects of scholarships processing meets external and internal requirements and time frames.</p> <p>All stakeholders have most current information</p>	
5	Undertake assessments as required during peak periods.	As needed	
6	Other duties that may be required that are consistent with the classification of the position	As needed	
7	Supervisory roles: Communicate and consult with staff on workplace and staffing matters.	To foster direct relationships with staff and enhance engagement with the organisation.	Ongoing
8.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing
9.	Have WH&S responsibilities, accountabilities and authorities as outlined in the <a href="http://staff.uow.edu.au/ohs/commitment/responsibilities/document">http://staff.uow.edu.au/ohs/commitment/responsibilities/document</a>	To ensure a safe working environment for self & others.	Ongoing

### Reporting Relationships:

Position Reports to:	Associate Director, Admissions, Fees and Scholarships
The position supervises the following positions:	Manager, Compliance Manager, Fees and Scholarships
Other Key Contacts:	Internal: The rest of Student Administration Services, AQS, Faculties, Finance, Outreach and Future Students, Student Life, UOW Global Enterprises, Advancement Division, Global Strategy. External: Department of Home Affairs (DOHA), Department of Education, Institutional network of peers, industry bodies

### Key Relationships:

**Contact/Organisation:**

**Purpose & Frequency of contact**

SASD Senior Management  
Faculty Management  
Recruitment Staff  
AQS  
IMTS  
Office of Advancement

Ongoing, Coordination across SSD  
Ongoing, Coordination across UOW  
Ongoing, Coordination across UOW  
Ongoing, Coordination across Compliance  
Ongoing, Coordination across UOW Systems  
Ongoing, Coordination across Scholarships

### **Key Challenges:**

1. Managing institutional risk while maximising opportunities for quality students
2. Establishing customer-focussed service culture with clear performance goal-setting for the team.
3. Implementing legislative changes, subsequent policy adjustment and internal and external requirements whilst maintaining business as usual (BAU) operations
4. Achieving the unit's strategic work objectives through direct communication and consultation with staff and colleagues.

### **SELECTION CRITERIA - Knowledge & Skills:**

Essential:

- Excellent knowledge of the tertiary education system in Australia and extensive experience in international student compliance, fees, scholarships or similar.
- Demonstrable management and leadership experience with the ability to effectively lead teams to meet internal and external requirements effectively and efficiently.
- Ability to develop and implement processes and procedures supporting continuous improvement, while maintaining regulatory compliance and excellent customer service.
- Extensive reporting and data analysis experience utilising PRISMS data, SSVF risk index and risk mitigation or similar.
- Project Management skills, specifically in implementing business process improvement or new legislative requirements and developing client centric solutions.
- Excellent numerical, written and verbal communication skills, with demonstrated ability to communicate a compelling case.

### **SELECTION CRITERIA - Education & Experience:**

Essential:

- Bachelor degree with subsequent relevant experience; or equivalent combination of extensive relevant experience and/or education/training
- Demonstrated experience in managing workloads in a high-volume environment, and in ensuring accuracy.
- Demonstrated experience in building and managing internal relationships with staff at varied organisational level and liaising effectively with external clients.
- Demonstrated experience in developing and implementing strategic initiatives
- Demonstrated experience in effectively managing risk, legislative requirements, and policy.
- Demonstrated experience in effectively managing policy and procedural issues.

### **Personal Attributes:**

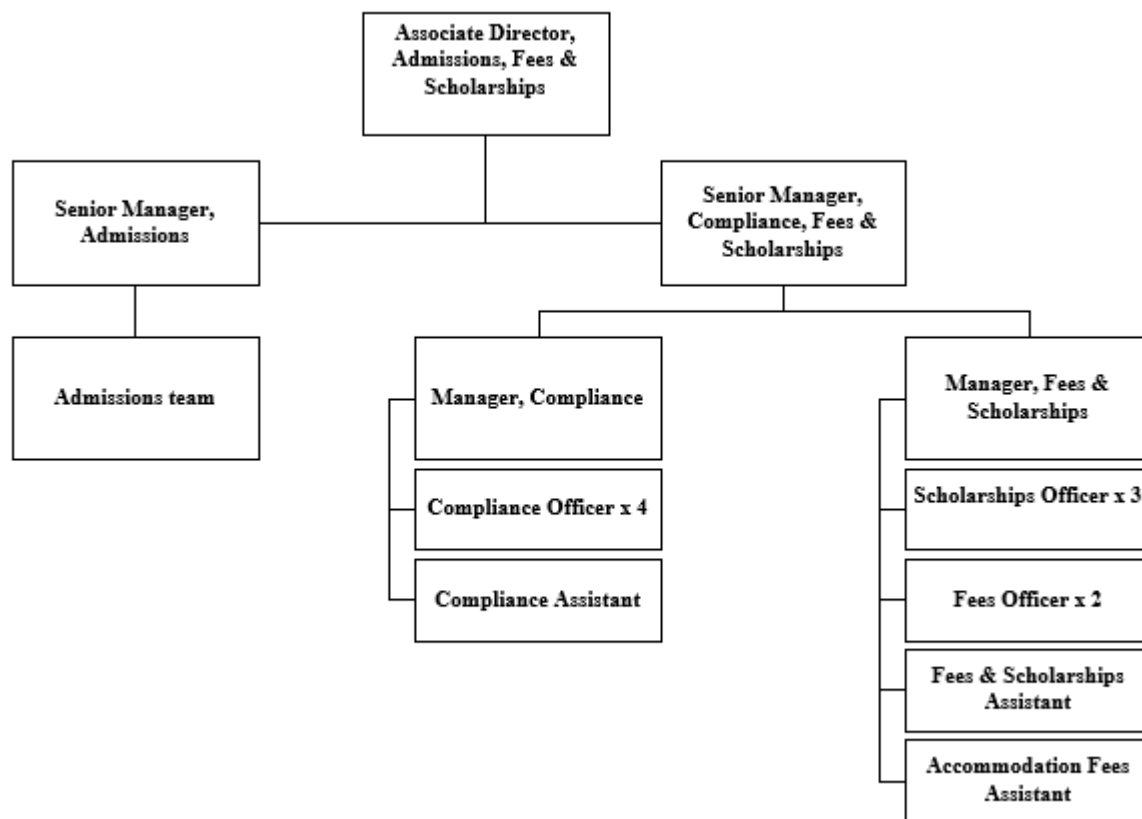
- Excellent negotiation and interpersonal skills and ability to liaise effectively with units across a large and complex organisation and external clients.
- Ability to manage multiple challenges and align these to broader goals.
- Excellent case-management skills and ability to resolve complex administrative problems.
- Excellent time management skills.
- Ability to lead customer service teams and building a customer centric culture

### Special Job Requirements:

May be required to work outside of standard business hours or across campuses and research partner facilities.

Leave restrictions may apply during peak times

### Organisational Chart:



### Roles and Responsibilities in Relation to Workplace Health and Safety:

The University of Wollongong is committed to providing a safe and healthy workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely and be engaged in activities to help prevent injuries and illness.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

*All Staff*

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the document [Roles and Responsibilities for WHS](#) and [WHS Management System](#).

*Additional Responsibilities for Staff with supervisory responsibilities*

- Ensure work area, equipment and practices are compliant with applicable legislation, standards, and codes of practice and University guidelines.
- Ensure risk management activities are undertaken to minimise WHS risk including hazard and incident reporting, risk assessment and safe work procedures.
- Provide the necessary instruction, information, induction, training and supervision to enable work to be carried out safely.
- Ensure Work Health and Safety (WHS) activities and requirements are implemented for area as outlined in the [Roles and Responsibilities for WHS](#) and [WHS Management System](#).

**Inherent Requirements:**

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.