



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Position Description

PROFESSIONAL SERVICES

Position Title	Senior Manager, Woolyungah Indigenous Centre (Identified*)
Classification/Level under the Enterprise Agreement	Level 8/9
Management Level	Manager / Senior Specialist
Faculty/Portfolio	Provost
School/Division	Woolyungah Indigenous Centre
Main Location(s)	Wollongong Campus
Delegations	This position may carry delegations in accordance with the UOW Delegations of Authority as amended from time to time.

Primary Purpose of the Position

The Senior Manager of Woolyungah Indigenous Unit (WIC) is responsible for the day-to-day operations of student services for all Indigenous Students as delivered by WIC.

The Senior Manager will be responsible for providing leadership and management of the delivery of student-centred programs including Student Success, Indigenous Tailored Academic Program, Student Academic Coaching program. These services focus on enhancing student support and transition services currently offered by WIC, to enable integration with support services provided by other UOW units.

The Senior Manager will manage both internal and external partnerships and communicate regularly with relevant faculties, divisions, and key stakeholders to ensure operational development and the effective service delivery of WIC activities. The Senior Manager will provide leadership by establishing strong working partnerships within the University to ensure integrated service delivery that facilitates successful student outcomes.

Position Environment

WIC is responsible for recruitment, access and support of Aboriginal and Torres Strait Islander students at UOW via delivery of programs aimed at fostering equity and supporting students from enrolment through to successful completion and graduation, and for employment opportunities. WIC supports Aboriginal and Torres Strait Islander students across all UOW campuses. WIC is a hub for Aboriginal and Torres Strait Islander student access and support activities, as well as being the visible centre for University engagement with Indigenous communities, organisations and peak bodies.

The Senior Manager will work closely with the Vice President, Indigenous Strategy and Engagement and will be responsible for leading WIC's service streams.

Major Accountabilities/Responsibilities

1. Manage the day to day operations of WIC, including staff management, engaging and supervising casual tutors and approving time sheets.
2. Oversee all recruitment, early intervention, retention and completion programs and strategies for Indigenous Students; including but not limited to:
 - ITAP
 - Outreach
 - Employability
 - Academic success coaching
3. Oversee implementation of the Unit's business and infrastructure plans to support sustainable service delivery of core activities at all domestic campuses in accordance with established UOW policy and procedure.

4. Lead team delivery of exceptional service, support, advice and adjudication to prospective and current students, staff and visitors regarding:
 - Process resolution, problem solving, student case management and appropriate referral
 - Development and maintenance of service standards and Key Performance Indicators
 - Support of student lifecycle events and programs
5. Lead and continually develop team capability, performance and wellbeing.
6. Implement and maintain student service systems/process flows within the work unit to provide specialised and culturally appropriate support for Aboriginal and Torres Strait Islander students.
7. Manage and oversee Woolyungah website, social media and newsletter, ensuring accurate, current and consistent digital communications
8. Manage the ISSP Scholarship Assessment Panels and process
9. Act in accordance with University policies as amended from time to time, the Values in Action Framework of Thrive Together, Pursue Excellence, Be Accountable and Lead with Integrity, and our commitment to Equity, Diversity and Inclusion.
10. Provide line management and supervision, communicate and consult with staff on workplace matters.
11. WHS responsibilities, accountabilities and authorities as outlined in the WHS Framework - <https://www.uow.edu.au/about/services/safe-at-work/whs-framework/>

Reporting Relationships and Other Key Contacts

Position reports to	Vice President, Indigenous Strategy and Engagement
Positions supervised by this position	Student Academic Success Coach Senior Student Support Advisor Tutorial Support Officer
Other key contacts and stakeholders	Indigenous Strategy Unit Deputy Vice-Chancellor (Education) Director, Student Services Division Faculty Executive Managers Aboriginal Employment Strategy Officer Strategic Planning & Marketing staff

Selection Criteria

Essential

- Demonstrated senior leadership and management experience, preferably in Indigenous education, student support services, or organisational operations, with proven ability to lead teams, manage resources and deliver strategic and operational outcomes.
- Relevant tertiary qualifications in business, education or relevant field of study with extensive management experience, or an equivalent combination of senior leadership experience, professional expertise and education or training. Postgraduate qualification is desirable.
- Extensive experience and demonstrated ability to employ sound communication, initiative, judgment, negotiation and conflict resolution skills in delivering exceptional client service.
- Demonstrated experience and knowledge of working with and for Aboriginal and Torres Strait Islander high school students, families and communities;
- Demonstrated ability to effectively prioritise and complete multiple tasks in a high-volume, high-pressure environment.
- A skilled problem solver including the ability to display initiative, contribute new ideas and confidently evaluate current practices, structures, systems and processes.
- Excellent interpersonal skills including the ability to develop and maintain effective, influencing partnerships in a complex collegial environment at all levels.



Desirable

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Special Job Requirements

- This position is not suitable for remote working arrangements.
- May be required to work outside of standard business hours or across campuses and research partner facilities.
- This position has been classified as "child-related work". In accordance with relevant legislation, prohibited persons are not permitted to apply for positions that are classified as "child-related work". Accordingly, candidates will be required to undertake and pass a Working with Children Check Clearance. For more information on how to apply for the clearance, please visit the Office of the Children's Guardian website <https://ocg.nsw.gov.au/working-children-check>
- This position is identified for Australian Indigenous people, pursuant to section 14 (d) of the NSW Anti-Discrimination Act. UOW considers that being of Aboriginal and/or Torres Strait Islander descent is a genuine occupational qualification or requirement for this position under relevant anti-discrimination legislation.
- This position is subject to a National Criminal Check.
- This position requires the position holder to hold and maintain a valid, current Australian Driver Licence
- Restriction on leave during peak periods may apply.

Roles and Responsibilities in relation to Workplace Health and Safety and Equity, Diversity and Inclusion in the Workplace

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

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 [WHS Framework](#).
- Work in an inclusive environment, treating all colleagues, students and visitors with respect.

ADDITIONAL RESPONSIBILITIES FOR STAFF WITH SUPERVISORY RESPONSIBILITIES

- Uphold principles of equity, diversity and inclusion and foster a respectful workplace culture within your team.
- Ensure work area, equipment and practices are compliant with applicable legislation, standards, 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 [WHS Framework](#).

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 relevant work organisation; and
- Do the job without undue risk to your own or others health, safety and wellbeing at work.

If you have any injuries, illness, disorder, impairment, condition, disability 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.

Position Description Status

This table contains information about the status and approval of this document

Date created	
Date reviewed by supervisor in consultation with the employee i.e. at least every three (3) years, or sooner if required	30 September. 26
Date reviewed by P&C (if applicable)	30 September 26
Date reviewed by CP&CO (if applicable)	
Date of next review	September 2029

