Position Description

UNIVERSITY OF WOLLONGONG AUSTRALIA

Position Title	Director, Student Success
Classification/Level under the Enterprise Agreement (if applicable)	Level 10 (Relative to Academic D/E depending on skills and experience)
Management Level	Senior Management / Principal Specialist
Faculty/Portfolio	Deputy Vice-Chancellor (Education)
School/Division	Dean of Students Division
Main Location(s)	Wollongong Campus
Delegations *(if applicable)*	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 Director, Student Success provides strategic academic institutional leadership for advancing student success, retention, progression and completion across the University. Drawing on significant academic experience and expertise in higher education, the position leads the development, implementation and continuous enhancement of the University's student success strategy and the UOW Student Success Framework, ensuring institutional practice is informed by evidence, analytics and sector-leading approaches.

Through collaboration with academic and professional leaders across faculties, schools, portfolios and campuses, the Director drives a coordinated, evidence-informed, whole-of-university approach to improving student retention, progression, belonging and educational outcomes. The role also provides strategic advice to the Dean of Students and Deputy Vice-Chancellor (Education) on emerging risks, priorities, performance and opportunities for improvement.

Position Environment

UOW is a leading Australian University with a history of outstanding achievement in teaching, learning and research output across a truly global footprint. UOW attracts students from over 130 countries and is committed to providing our diverse student body with an engaging world-class and internationally oriented learning experience. With international campuses in Dubai, Hong-Kong, India and Malaysia, and a range of metropolitan and regional campuses in Australia including Wollongong, the Southern Highlands, the South Coast, southern and south-western Sydney, and Sydney CBD, UOW is committed to delivering benefit for all of our communities.

Within this context, the Director, Student Success is a senior academic leader within the Dean of Students Division, reporting to the Dean of Students and providing institution-wide leadership for student success, retention and progression. The position is responsible for leading the development, implementation and continuous improvement of the University's Student Success Framework and associated strategies, ensuring that student success is embedded as a shared institutional responsibility across faculties, schools, professional portfolios and campuses.

The role plays a critical leadership function in advancing UOW's Education Strategic Action Plan priorities relating to evidence-informed student success and the first-year experience. Working collaboratively across academic and professional areas, the Director drives the use of data, analytics and sector evidence to identify risks, inform interventions and strengthen student outcomes throughout the student lifecycle. The position also provides strategic advice to the Dean of Students, Deputy Vice-Chancellor (Education) and other senior leaders on emerging trends, opportunities and challenges relating to student success, retention and progression.

Major Accountabilities/Responsibilities

1. Provide strategic leadership of student success, retention and progression initiatives by establishing a coordinated, institution-wide proactive approach to student success and leading the design, development and implementation of the UOW Student Success Framework.
2. Advance the UOW Education Strategic Action Plan initiatives on Evidence-Informed Student Success and the UOW First Year Experience. Provide leadership across framework development, diagnostic activity, intervention pathways, implementation, institutional embedding, performance measures and continuous improvement mechanisms that strengthen student retention, progression, belonging and success.

3. Collaborate in close partnership with faculties, schools, professional portfolios and all campuses to strengthen shared academic responsibility for student success, retention and progression, ensuring coherent, coordinated and sustainable approaches across the University.
4. Drive the development of a student success data, analytics and reporting architecture, including the establishment of risk identification methodologies, dashboards for visibility and intervention tracking processes that support earlier identification of students requiring support.
5. Identify opportunities for use of new technologies and leveraging automated processes to embed the UOW Student Success Framework into existing systems to maximise scalability and efficiency.
6. Maintain expertise in contemporary research, policy and practice in student success, retention and progression, translating evidence into institutional strategy and practice.
7. Contribute to strategic and operational planning of the Dean of Students Division and provide high-level advice on Student Success to the Dean of Students and Deputy Vice-Chancellor (Education).
8. 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.
9. Provide values-based leadership, including oversight of direct reports, fostering a high-performance, collaborative and inclusive culture that supports staff capability, accountability and continuous improvement.
10. Model UOW's values, promote a safe and inclusive culture and ensure compliance with Work Health and Safety obligations. 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	Dean of Students
Positions supervised by this position	Manager, Student Performance & Reporting (Student Equity) Senior Manager, Student Academic Success
Other key contacts and stakeholders	Deputy Vice-Chancellor (Education) Pro-Vice Chancellor (Teaching and Learning) Director, Library Services Director, Academic Governance and Standards Executive Director, Student Services Deputy Deans (Education) Associate Directors and Managers across the DVCE Portfolio Staff from Faculties and Divisions who work on student success initiatives.

Selection Criteria

- A doctoral qualification, or equivalent academic standing, together with experience and achievement consistent with appointment at Academic Level D or E.
- A significant national or international reputation in student success, retention, progression, higher education policy, educational practice or a closely related field, at a level appropriate to the academic appointment.
- Demonstrated expertise and understanding of the factors influencing student participation, study patterns, progression, retention and success for diverse cohorts, with a demonstrated ability to apply sector-best practice in the development of evidence-informed student success programs.
- Proven ability to identify and address systemic academic and non-academic issues acting as barriers to student success through the analysis of data, student feedback and leveraging institutional intelligence to develop advice, recommendations and continuous improvement frameworks.
- Proven ability to lead and influence institution-wide student success initiatives, build productive relationships across academic and professional staff units to advance institutional embedding and cultivate a collaborative and inclusive culture within a large, complex university setting.
- Demonstrated capability to lead and develop staff within a portfolio environment, fostering a high-performing, collaborative and values-based culture that supports capability development, accountability and continuous improvement.

- Highly developed interpersonal, communication and influencing skills, with the ability to build trust and effective working relationships with senior leaders, academic and professional staff, students and external stakeholders.

Special Job Requirements

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

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
- Perform the role 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.