

Team Leader, Graduate Studies Administration



Curtin University

POSITION NUMBER	3527892	SCHOOL/AREA	Graduate Research School (GRS)
CLASSIFICATION	G08	FACULTY	DVC, Research and Development
LINE MANAGER	Dean, Graduate Research School	POSITION NUMBER	3562196
Document last updated			November 2018
PURPOSE OF POSITION			
The Team Leader Graduate Studies Administration supports the Dean GRS and the Associate Deputy Vice-Chancellor, Research Excellence (ADVC-RE) to manage the administrative requirements of the Graduate Research School (GRS) within the Research Office at Curtin (ROC). The role manages a large team of graduate studies administration staff and has significant responsibility for Higher Degree by Research (HDR) procedural matters.			
KEY RESPONSIBILITIES AND ACCOUNTABILITIES			
<ul style="list-style-type: none">• Build and maintain professional working relationships with relevant staff - HDR supervisors, Deans of Graduate Studies, school-based postgraduate coordinators.• Provide professional advice to clients at all levels in relation to best practice in accordance with University policies, relevant legislation and associated standards.• Provide leadership, guidance and management of a team of administrative staff; including recruitment, selection, induction, work allocation, performance reviews and staff engagement and development.• Manage the day to day operations of the GRS and all administrative processes for HDR student management.• Foster and encourage a positive work environment providing coaching and guidance to the team in all aspects of their work and ensure workflow is allocated and performed effectively and efficiently.• Develop and manage an effective and efficient team approach to the function to deliver a high quality customer service that ensures clients are provided with correct, consistent and timely advice.• Proactively monitor customer service levels and ensure issues are resolved as they arise.• Manage and maintain HDR information systems (including student and supervisor files and databases).• Liaise with Student Services regarding Student 1 enhancements to improve GRS online processes.• Liaise with Curtin International regarding international HDR student applications, fees payment and other matters as required.• Coordinate preliminary investigation of HDR student appeals and make recommendations to ADVC-RT.• Oversee communications and promotion of GRS activities through newsletters, notices etc. and the maintenance of the GRS website.• In conjunction with the Finance Office, monitor HDR student operational allowances and conference support allocations.• Participate on working parties and represent the GRS on relevant committees and in meetings, as required.• Contribute to the ongoing development of best practice processes and engage in their continuous improvement• Manage and coordinate the collation of relevant KPIs• Undertake other activities which the incumbent might reasonably be expected to do, and which are consistent with the accountabilities and responsibilities as listed above.			
PEOPLE INTERACTIONS			
<ul style="list-style-type: none">• ADVC, Research Excellence• Other Graduate Research School and ROC staff• Faculty Deans, School Directors of s of Graduate Research and supervisors• Curtin University Post-Graduate Student Association		<ul style="list-style-type: none">• HDR student researchers• HDR related organisations (e.g. Australian Council of Graduate Research)	
POSITION/ORGANISATIONAL UNIT DIMENSIONS			
For more info see: http://research.curtin.edu.au/			
Organisational Chart (attached)			
CRITERIA			
Qualifications	<ul style="list-style-type: none">• Completion of a relevant degree with extensive management experience and proven management expertise; or an equivalent combination of relevant experience and/or education/training.		
Knowledge, Experience and Skills	<ul style="list-style-type: none">• Demonstrated team leadership and management skills with the ability to create and maintain an effective customer focussed and efficient team culture.• Demonstrated solid understanding of graduate studies operations, processes and systems.		

	<ul style="list-style-type: none"> • Demonstrated experience in the interpretation and application of policies, procedures and legislation with the ability to make specific recommendations. • Demonstrated commitment to quality of service provision and process improvement. • Demonstrated excellent written and oral communication skills with the ability to consult and liaise effectively whilst developing and maintaining effective professional working relationships across a wide range of areas and organisational levels. • Demonstrated organisational and planning skills and the ability to manage multiple deliverables and often competing tasks with attention to accuracy and detail within deadlines in a dynamic team structure.
Desirable	<ul style="list-style-type: none"> • Previous experience in a tertiary education environment
WORK REQUIREMENTS	
<ul style="list-style-type: none"> • Criminal record check in accordance with the University's Criminal Record Screening Procedure 	
COMPLIANCE & LEGISLATIVE REQUIREMENTS	
<p>Curtin Values: All staff must commit to and uphold Curtin's Values and Code of Conduct. For more information please visit: http://www2.curtin.edu.au/strengthening-our-culture/values/index.cfm</p> <p>Occupational Safety and Health All <u>supervising staff</u> are required to undertake effective health and safety measures to ensure compliance with the Occupational Safety and Health Act 1984 and related legislative requirements. <u>All staff</u> must comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with University and Legislative health and safety requirements.</p> <p>Ethics Equity and Social Justice <u>All staff</u> are responsible for informing themselves of their obligations and responsibilities in relation to Ethics, Equity and Social Justice. The University is committed to gender equity and diversity.</p> <p>Staff must familiarise themselves and comply with all other University policies and procedures and legislation relevant to the position, including:</p> <ul style="list-style-type: none"> • Rules 10 and 11 of Curtin Statute 12 • ESOS Act • Higher Education Support Act • Research Training Scheme Guidelines 	

Organisational Chart

