

<b>Position Title</b>	Manager, Systems and Support
<b>Group/Portfolio</b>	Student Engagement and Success, Student Life – DVC (Education)
<b>Classification</b>	HEW 8
<b>Position Number</b>	00054816
<b>Reports To</b>	Senior Manager, Domestic Admissions and Scholarships
<b>Employment Type</b>	Fixed Term

## 1.0 Position Purpose

The position reports to the Senior Manager, Domestic Admissions and Scholarships and is responsible for coordinating the delivery of efficient and effective admission systems and support. This includes responsibility for the effective conduct of Griffith University's undergraduate admissions processes via QTAC, UAC, VTAC and direct undergraduate, postgraduate and non-award admissions; and for providing system support and advice on the University's admission functions, processing and pathways.

The Manager, Systems and Support will also consult with clients, map processes, develop requirements, designs and manage the development and implementation of information systems and their supporting business changes. The position will also coordinate the development and provision of system and process support to staff and support the Senior Manager in continuous improvement and business transformation.

## 2.0 Eligibility Requirements

- The occupant of this position will hold postgraduate qualifications with extensive relevant experience or an equivalent combination of relevant skills, knowledge and experience.

## 3.0 Key Responsibilities

- Provide a central point of specialist system expertise on all aspects related to the administration of undergraduate, postgraduate and non-award admissions, ensuring that the University's admissions strategy supports the strategic objectives of the University.
- Provision of advice and support to the Senior/Deputy Manager Domestic Admissions and Scholarships and represent Admissions and/or Scholarships on Projects and external Committees/groups as/when required.
- Manage client relations and provide leadership within the team to develop a philosophy of continuous improvements and excellence in client service.
- Lead business system and process transformation within the Admissions and Scholarships team, developing, redefining and recommending system and process improvements through consultation with Digital Solutions and

other key stakeholders to support key initiatives, maintenance.

- Provide regular and high-level reporting to the university executive on admission trends and prepare recommendation papers for system and/or process improvements.
- Be responsible for developing improved and streamlined admission business processes and consider the re-engineering of processes to gain efficiencies.
- Oversee the development and maintenance of systems associated with admissions.
- Create, review and update Job Aids and training resources, and provide training to university staff on admission systems, processes and procedures.
- Promote and demonstrate cultural behaviour in accordance with the Fraud and Corruption Control Framework and the University's Integrity program. This includes acting with integrity in undertaking duties and implementing processes to effectively prevent, detect, and respond to fraud and corruption within the University.
- Support compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and always communicate to reflect fairness, ethics and professionalism.

#### 4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Others section of our [Capability Development Framework](#).