

Position Title	Team Leader - Academic & Program Services
Group/Portfolio	Griffith Health
Classification	HEW 7
Position Number	
Reports To	Dean – Learning and Teaching (Health)
Employment Type	Continuing

1.0 Position Purpose

The Team Leader - Academic & Program Services will provide operational leadership of program and course administrative support across the Group. The position will be responsible for the management of a high-quality program services team that delivers consistent and efficient support for academic programs within the Group. This position is also responsible for managing a discrete portfolio. The position plays a key role in developing and implementing strategies to enhance stakeholder engagement across the relevant areas.

2.0 Eligibility Requirements

- The occupant of this position will hold relevant tertiary qualifications with at least four years' relevant experience, or an equivalent combination of relevant skills, knowledge and experience.

3.0 Key Responsibilities

- Lead, develop and manage a team of staff located at Gold Coast and Logan-Nathan campuses in the provision of high quality, client focused program and course administrative support across the School/Group.
- Work with the Group/School to achieve outcomes identified in the University, Group and School Strategic and Operational Plans.
- Provide appropriate reporting on relevant targets and objectives and provide strategic advice and recommendations on the achievement of such targets.
- Provide expert and comprehensive advice and act as an escalation point for the broader team on complex matters across program management and review, and student engagement and retention.
- Identify opportunities for business process improvements that affect the student experience and operationalise and implement related process improvement initiatives.
- Undertake and manage high level project work, including coordination of expertise across the University, external engagement, event management, managing deadlines and monitoring project resources.
- Work collaboratively to facilitate the sharing of program knowledge and

continuous improvement through identifying and implementing initiatives to improve communication and the quality, consistency and efficiency of academic service delivery.

- Maintain positive and collaborative working relationships with key stakeholders to ensure effective and timely Course and Program administration and to deliver a remarkable student experience.
- This position may be required to take on other responsibilities, commensurate with the expectations of a role at this level, which contribute to the overall objectives of the work unit.
- Lead and promote 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 communicate at all times 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](#).