



POSITION DESCRIPTION

Vice-President Student Success – Executive Management **Student Success**

You will:

Strive to achieve a world-class whole-of journey student experience and be a champion for continuous improvement and innovation in student services and growth throughout the University. You will achieve this by working closely within the Executive Leadership Team to lead and facilitate strategic programs and initiatives to respond to our diverse student profile as well as evolving challenges and opportunities.

Lead a range of university portfolios including Corporate Brand, Domestic and International recruitment and Student Support. You will drive strategies to deliver overall student growth and enhance overall access, participation, retention, graduation and satisfaction outcomes. You will ensure the University is at the cutting edge of innovative admissions processes and personalised student support.

Provide inspirational and transformational leadership, ensuring rapid and effective University responses to industry need, funding opportunities and government policies. You will also play a critical role in building new partnerships that will generate collaborative opportunities and increase the impact of engagement with our communities.

You are responsible for:

- Initiating, inspiring and coordinating strategic initiatives to minimise barriers, promote equitable student outcomes and maximise student growth and success.
- Devising and implementing student support programs and services that meet the needs of CQUniversity's diverse student profile including those groups traditionally underrepresented in higher education.
- Driving a high-performance, evidence driven no-blame culture which enables superior, personalised service provision to our students and stakeholders.
- Partnering with all areas of the university to achieve high retention, satisfaction, wellbeing and attraction of new and returning students.
- Overseeing the University's domestic and international marketing and recruitment functions to ensure future growth and sustainability.
- Identifying new opportunities and overseeing the implementation of strategies and viable projects which deliver positive outcomes for the University.
- Promoting innovation to position the University as a service-driven, agile institution that is responsive to new and existing markets and opportunities.
- Embedding mutually beneficial engagement in the ethos and workings of the University and our communities, and managing the University's relationships with business, commerce and local and regional industry.
- Actively contributing to the university's broader decision making and policy development with long-term forward planning and strategy setting.

As an Executive you are responsible for leading by example within your Division and ensuring you and your supervisory teams are:

- Ensuring the safety of our employees and students by complying with legislative requirements and working closely with the Safety and Wellbeing Team.
- Clearly communicating organisational direction, strategy and information in a timely, consistent manner.
- Providing mentoring, guidance and career planning for your staff and ensuring staff have access to appropriate professional development activities.
- Understanding our obligations to our staff in terms of their benefits and entitlements under the Enterprise Agreement and ensuring a culture that empowers staff to claim such benefits. Understanding your responsibilities associated with approving staff leave and ensuring leave is approved in line with operational requirements.
- Undertaking probationary and performance management processes and ensuring you have regular conversations with your staff. Providing positive and constructive feedback to enhance staff and team performance and setting clear and measurable performance objectives.
- Allocating and monitoring workload and addressing associated issues in a timely manner.
- Ensuring new staff participate in the university's induction program and providing a localised work area orientation.

Selection Criteria

Knowledge and Education	Skills and Experience
Essential - Proven expertise in the management of significant human and material resources, in addition to, postgraduate qualifications appropriate for a Vice-President and extensive relevant experience. Desirable - Comprehensive knowledge and understanding of university management, governance and quality assurance frameworks including legislative and accountability requirements for the Australian tertiary education sector.	Essential - Demonstrated experience in client centred leadership and commitment to empowering individuals and teams within the organisation. - Proven experience in managing a geographically dispersed team and supporting a multiple campus delivery model efficiently and effectively. - Proven track record in improving performance, achieving performance targets, enabling innovation, and sponsoring change. - Excellent interpersonal and communication skills including a proven track record of fostering long-term relationships with a range of stakeholders and positively contributing as a member of an executive management team.
Critical capabilities	Motivational and Job Fit Factors
Achieves results - Exemplify strategic goal setting and demonstrate leadership to define and achieve outcomes. Engages and connects - Shapes the structure and CQUniversity culture of the working environment, focusing and guiding others in accomplishing work objectives. Personal drive and integrity - Takes responsibility for outcomes; sets high professional standards for others to emulate. Shapes the future - Creates and drives the strategic direction, vision and values for the University. Communicates with influence - Inspires others by setting and clearly communicating the vision of the future which provides direction for the University.	This position would suit someone who gains job satisfaction from: - Diversity in the workforce. - Collaborating and cooperating with other departments to achieve positive business outcomes. - Continuously improving and exploring new ways to do their job successfully. - Striving to understand and meet customer expectations and satisfaction. - Having intellectual and robust discussions, continual education, professional development and idea exchange. - Taking risk and seeking promotion of bold ventures in order to take advantage of unique business opportunities.

Other job requirements -

- Travel, both domestic and international, will be a requirement of this position.