

POSITION DETAILS

Position title:	Director, Strategy Planning and Quality
School/Unit:	Office of Planning, Quality and Review
Executive portfolio:	Deputy Vice Chancellor (Academic)
Responsible to:	Deputy Vice Chancellor (Academic)
Campus/location:	Lismore
Level:	Director

ORGANISATIONAL CONTEXT

Southern Cross University, ranked in the Asia-Pacific's top 100 universities and the top 100 universities in the world under 50 years old (Times Higher Education Young University Rankings for 2018), is a progressive, young and connected research university, with vibrant campuses in two states. They are in locations of extraordinary natural beauty and creativity: Coffs Harbour in the Mid North Coast and Lismore in the Northern Rivers of New South Wales, while our fastest-growing campus is located at the Gold Coast Airport in southern Queensland.

Our mission is to equip our students to live a life they value and to be effective global citizens. We do this by creating inspirational and engaged learning experiences. We create and apply knowledge in partnership with our communities in fields that are regionally relevant and globally significant.

Our values, collegiality and integrity, are demonstrated by working openly, honestly and respectfully together, engaging meaningfully in our local and global communities, with drive and accountability.

The Office of Planning, Quality and Review supports the University through:

- Providing advanced analytic modelling data systems to inform and underpin strategic decision-making.
- Facilitating annual organisational unit planning processes and reporting performance on strategic plans.
- Conducting quality assurance reviews and developing means of quality improvement.
- Monitoring compliance with external legislation and management of renewals of registration as a self-accrediting University.
- Reporting data to external agencies.
- Conducting surveys and collating feedback from students.

POSITION PURPOSE

The Director, Strategy Planning and Quality is responsible to the Deputy Vice Chancellor (Academic) for the establishment and management of a comprehensive strategic planning and quality framework that supports and underpins the achievement of Southern Cross University's organisational goals.

The Director provides strategic advice and support to the University's Executive across the portfolio areas to develop evidence-based planning and decision-making in line with the University's goals. The role provides leadership and direction to the Planning, Quality and Review team to support an integrated planning and data reporting capability of student load management, delivery of core surveys, and in the University's performance and provision of analytical insights to inform future service delivery.

ORGANISATIONAL RELATIONSHIPS

The appointee reports to the Deputy Vice Chancellor (Academic).

Reporting directly to this position are the following positions:

- Manager, Reporting and Analysis
- Manager, Planning and Analysis
- Quality and Compliance Manager
- Data Analyst

- Project Officer – Data
- Administration Officer – Data
- Administration Officer – Quality

ORGANISATIONAL ACCOUNTABILITIES

Southern Cross University is committed to the health, safety and wellbeing of its staff. Southern Cross University and its staff are required to comply with a range of statutory requirements, including equal opportunity, workplace health and safety, privacy and trade practice.

Employees are expected to comply with the University's values, code of conduct and policy and procedures, which relate to our ways of working.

Employees are accountable for completing training on these matters and ensuring their knowledge, and the knowledge of their staff, is up to date.

KEY ACCOUNTABILITIES

- Proactively work with senior management to establish a vision for value-added information delivery and management, and drive the execution of the University's strategic goals through the use of the University's data assets.
- Lead an integrated team to develop and implement innovative data and analytic capabilities to support the continuous improvement of the University's performance, decision-making and reporting.
- Develop and deliver data reports and analytics to support strategic decision-making on student load and admission.
- Strategically manage and oversee compliance with the policies and processes related to the University's registration as a self-accrediting university in accordance with Tertiary Education Quality and Standards Agency (TEQSA) Act and as an international education provider under the Education Services for Overseas Students (ESOS) Act; including registration renewal, external quality audits, applications to add programs to CRICOS, and compliance with TEQSA Threshold Standards.
- Monitor relevant government initiatives in the higher education and related sectors and interpret their impact to senior management through strategic and policy analysis, scenario planning and modelling, to ensure the University is well informed and able to forecast and prepare for external policy and funding developments.
- Monitor and report on the performance of formal agreements with external international and domestic partners and off-shore collaborators. Conduct quality audits, monitor compliance with relevant regulatory bodies and make recommendations to senior management to support forward planning for agreements and the resolution of disputes and quality issues.
- Support a focus on quality within the University through coordination of surveys and provision of relevant outcomes analysis including student feedback processes, self-reviews, organisational unit reviews, benchmarking and improvement processes, learning and teaching quality reviews, and highlight improvements by analysing the outcomes of such processes.
- Partner with Heads of Work Units (HOWU) to scope, design, and implement best practice analytics models to measure the performance of a range of initiatives, programs and projects with a view to achieving overall objectives. Assist HOWU to identify ways to demonstrate quality issues or improvements and to ensure, through appropriate auditing, compliance with the University's policies.
- Work collaboratively with University Directors (eg, Student Administration Services, Human Resources and Management Accounting) to develop and share data, information and reports that inform and support the achievement of operational plans.
- Effectively plan, manage and direct the human, physical and financial resources of the unit. Provide leadership to staff to ensure the delivery of effective, efficient and professional services to the University community.
- Coordinate and monitor the University's liaison with relevant external agencies and maintain ongoing relationships with relevant State and Federal authorities. Act as the key contact for the the Department of Education managing appropriate inward and outward communications, engagement and liaison.

SELECTION CRITERIA

1. A degree in a relevant field and extensive relevant experience; or an equivalent combination of relevant experience and education/training.
2. Strong interpersonal and leadership skills with a track record of developing positive working relationships with colleagues, employees and external organisations to achieve organisational goals and priorities.
3. Demonstrated capacity to use data and analytics to create actionable insights in support of the execution of strategy.
4. Demonstrated high level skills in data science with experience working with student load data.
5. Excellent communication and negotiation skills, with experience in the preparation and presentation of proposals, policy advice and discussion papers at executive level.
6. Demonstrated extensive experience in and understanding of the Australian higher education sector and associated regulations, legislation and registration processes.
7. Demonstrated ability to build strategic partnerships across organisational units to implement key initiatives that comprise complex policy and operational aspects.
8. Demonstrated experience in operational management, administration and budget management.
9. Demonstrated commitment to client service and response, and continuous improvement in client-oriented administration and management.
10. Demonstrated commitment to equity including an awareness of Indigenous knowledge and experience leading a strong culture of workplace health and safety.