

FIJI NATIONAL UNIVERSITY

JOB DESCRIPTION

VISION STATEMENT:

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

MISSION STATEMENT:

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnership, enhances excellence, and provides education and skills that promote sustainability through research with real world impact and contributes to self-development.

1. POSITION DETAILS

Position : Manager Student Support Services

Grade : 7

Incumbent : **TBC**

Division : Office of the Registrar

Department : Student Support Services

Location : Nasinu

Reports to : **Registrar**

2. PURPOSE

The primary responsibility of the Manager Student Support Services is to oversee the campus life activities, student experience, counselling services, sports and disability services. The Manager Student Support Services will also be required to work with other section Managers/Registrar/DALT to review all student related policies and other related systems. This will also require coordination with internal & external stakeholders.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Registrar**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

Positions Reporting To You	No Of Staff Reporting To Them
<u>Student Health and Wellness</u>	N/A
General Practitioner x1	N/A

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Nurse x2	N/A
Counsellor x3	N/A
Associate Counsellor x2	N/A
<u>Student Support</u>	N/A
Student Support Coordinator x1	
Sports Coordinator x1	
Student Support Officer x1	
Placement Officer x1	
Administrator-Student Support Services x1	N/A
<u>Disability Service</u>	N/A
Coordinator-Disability x1	N/A
Administrator-Disability Services x1	N/A
Welfare Officer x1	
<u>Campus Life</u>	
Student Life Coordinator x1	N/A

4. KEY ACCOUNTABILITIES

Administration

1. Planning

- Plan and implement systems such as internal audit that perform the work and fulfil the mission and the goals of the department efficiently and effectively.
- Plan, develop, coordinate, implement, grow relations and obtain feedback from industry to improve work attachment schemes.
- Show evidence of being proactive in identifying issues which negatively affect the expectation of customers and bring these in a timely manner to the Registrar
- Show evidence of identifying strategies for improving Student Support Services.
- Interpret department process/procedures in relation to university policies and relate to complex situations, requiring judgement, use of initiative and specialist knowledge on how to an advice / consult with others.
- Plan and implement systems such as internal audit that perform the work and fulfil the mission and the goals of the department efficiently and effectively
- Plan, evaluate, and improve the efficiency of department processes and procedures to enhance speed, quality, efficiency, and output.
- Establish and maintain relevant controls and feedback systems to monitor the operation of the department.
- Work with other section Managers such as Manager Flexible & E-Learning for common areas of interest and key stakeholders to conduct student policy review.
- Work with MFEL to improve and strengthen online Student Complaint Portal management.
- Develop Student activities calendar for the year and budget for the Department of Student Services aligned with the strategic goals and plans of the University

2. Financial Management - Plan and prepare proposals for activities related to approval and respective budget or expense through IRO. - Show evidence of checks and balances in process development and implementation in order to prevent fraud while organising events. - Draft and submit department budgetary requirements to the Registrar as per the established division process. - Manage the assigned budget for Department of Student Support Services to ensure accountability. - Manage facilities, stock and equipment assigned to Student Support Services. 3. Human Resource Management - Plan and allocate resources to meet departmental productivity and goals. - Develop strategies to improve overall quality and productivity. - Plan, develop, coordinate, implement and supervise Student Work Scheme and industrial placement. 4. Risk Management - Work with other section Managers and key stakeholders to create a safe and welcoming environment for all students by engaging our residents on topics related to diversity & inclusion, responsible social activities and collegiality. - Develop risk management plan for the department, create awareness and mitigate the Risk. - Research, identify and bring to the attention of the Registrar risk related to welfare and student experience.
Manage Campus Life - Establish, Engage and maintain effective working relationships with student leaders, Colleges, Industries, community, resources, and non-profit organizations in the course of planning, promoting, supervising and evaluating Campus Life, placement and sporting activities to meet the needs of students at assigned campuses. - Set the Key Performance Indicators of Campus life unit. - Manage execution of Orientation at all assigned campuses. - Assist other section Managers with the graduation ceremonies. - Evaluate the unit targets on quarterly basis and report to the Registrar in a proactive manner. - Develop new improvement strategies for the unit based on the quarterly report. - Manage sports & recreational activities in a proactive manner.
Manage Student Experience - Set the Key Performance Indicator of student experience unit. - Work with other sections to manage student complaints and other online student related portals. - Evaluate and strategies to improve the online and face to face one stop student service center. - Assist Registrar in establishing processes for responding to student welfare issues. - Evaluate the unit targets on quarterly basis and report to the Registrar in a proactive manner. - Develop new improvement strategies based on the quarterly report.
Manage Health & Wellness - Initiate and establish working relationship with key organisations to strengthen health and wellness for students and staff. - Set the Key Performance Indicators of Health & Wellness unit. - Evaluate the unit targets on quarterly basis and report to the Registrar in a proactive manner. - Develop new improvement strategies based on the quarterly report.
Manage Disability Services

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• Establish on-going partnership with key stakeholders for continuous improvement. • Set the Key Performance Indicators of Disability unit • Evaluate current strategies and endorse means to increase disability accessibility services across FNU campuses. • Develop online disability friendly information package for students. • Evaluate the unit targets on quarterly basis and report to the Registrar in a proactive manner. • Develop new improvement strategies based the quarterly report
Student Complaints • Work with FNUSA, MCA & MFEL to ensure that student grievances ensure all are resolved as per the established process of the Division. • Manage all the general disciplinary cases including police reporting.
Policy • Assist the Registrar in drafting & reviewing student related policy in consultation with PVCLT/DALT, internal and external stakeholders • Work with MPSQE to ensure department complies with relevant standards of FHEC registration requirements.
Communication • Assist the Registrar to produce and disseminate department information to university student, staff and other stake holders • Work with DMC and DALT to evaluate and review communication policies pertaining to student issues. • Work to and further develop good relationships and strong links with employers in industry, commerce, the public sector, sponsors (DFAT, TSLS), etc. and promote the creation of partnerships between the business houses and the University
Professional Training & Development (PTD) & Team Building • Manage and develop Student Support Service team with responsibility for training and development plans, communication and performance appraisals. • Provide training to staff on student related policies and procedures
Records • Ensure that student records in relation to student services activities are maintained as per the policies of the University • Confidentiality of records is maintained
Reports • Review performance data that includes analysis and activity reports, to monitor and measure departmental productivity, goal achievement, and overall effectiveness. • Manage the preparation and maintenance of reports necessary to carry out the functions of the department. Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment. • Extract and analyse complex data and reports for Student Support Services. • Draft relevant reports and papers for SLT, SEC and Senate

General Duties & Responsibilities

- Ensure that the Department has an explicit mission priority for service delivery and adequate policies and procedure in place
- Prepare, manage and reinforce the change in terms of staff, policies, customer services and student management system.
- Any other duties assigned by the Registrar.

5. KEY CHALLENGES

- Decision making in an environment of high level of ambiguity and must work with Heads of Colleges/Divisions/Centres for contextualised solutions.
- Implement policies and processes that conform to a unique service level in a diverse and organisational culture in a tertiary education setting.
- Initiate institutional culture, resources, processes and technological best practices that serves the needs of the institutions core business and key stakeholders (i.e. students, parents, funders, etc.)
- Coordinate efficient service levels within a growing and demanding dynamic environment.

6. AUTHORITY LEVEL

Operating Expenditure :.....

Capital Expenditure :.....

Others: None :.....

7. QUALIFICATION & EXPERIENCE

Essential:

- Master's degree in a relevant field with 5 years of relevant work experience; OR Postgraduate Diploma in a relevant field with 6 years of relevant work experience; OR Bachelor's degree in a relevant field with 8 years of relevant work experience.
- Experience in student services, student affairs, counselling and welfare services within a Tertiary institution setting.
- Experience in policy development and student services improvement.

Desirable:

- Higher qualifications in the relevant field
- Excellent writing skills

8. KNOWLEDGE & SKILLS

- Knowledge of the functions, operation, and mission of the department.
- Ability to analyse processes and information, identify problems and trends, and develop effective solutions and strategies.

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- Ability to write high quality reports.
- Outstanding interpersonal relationship building and employee coaching and development skills.
- Management experience in a team-oriented workplace is preferred.
- Demonstrated ability to lead and develop the department and department staff members.
- Demonstrated knowledge of budgeting, and good management principles and practices.
- Demonstrated ability to serve as a knowledgeable resource to the organization's management team that provides leadership and direction.
- Sound knowledge of HR policies and practices and employee relations.
- Evidence of the ability to practice a high level of confidentiality.
- To be able to use a computer and the Microsoft software packages competently
- Strong listening skills and the ability to deal with sensitive situations with integrity
- Keep accurate records, have excellent attention to detail and be able to complete clear and comprehensive reports;

9. WORKING RELATIONSHIP

INTERNAL	Frequency
University Registrar	Daily
Students	Regular basis
Manager, Dean(s), HOS(s) /HOD(s), Vice Chancellor	As and when required
Academic Office / Office of the Registrar staff of other departments	As and when required
FNUSA	Daily

EXTERNAL	Frequency
Government departments and NGO's	As and when required
Fiji Sports Council	As and when required
National Sporting Federations	As and when required
Other Tertiary Institute	As and when required
Business Houses	As and when required

11. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.