POSITION TITLE	**Head, Graduate Research Services**
JOB PROFILE ID	**RAGC_SPSA_SJP_01**
JOB CATEGORY	**Professional**
JOB FAMILY	**Research Administration, Governance and Compliance**
COMPENSATION GRADE	**Senior Professional Staff Band A**
MANAGEMENT LEVEL	**19 Individual Contributor**

POSITION DESCRIPTION SUMMARY

PRIMARY FUNCTION
The Head, GRS is a key leadership role in the GRS, providing high level support to the Director as well as , team leadership and operational support for the HDR Administration Centre (HDRAC) within the Division of the Pro Vice-Chancellor (Researcher Training), They support the Director in the planning, development and implementation of strategic and operational plans and policies and performance measures for Higher Degree Research services as well as managing the provision of HDR administrative support and developing and implementing strategies to meet the administrative needs of the students and supervisors. They also ensure compliance with legislation, accreditation, and work area requirements.

DECISION MAKING AND DELEGATIONS OF AUTHORITY
The Head, GRS is a subject matter expert, works under broad direction to deliver goals strategically and autonomously within set timeframes. They resolve complex student and compliance matters, provide sound advice and exercise independent judgement to achieve goals. They are the line manager of all HDRAC administrative staff, through distributed supervision.

KEY RELATIONSHIPS

Relationships	Position Title
Supervisor	0104720 Director, Graduate Research - Ms Edwina Grose
Direct Reports	
Peer Relationships	Refer to the organisational charts in Workday to view peer relationships relevant to your role. Please Note- This option is only available to University staff.

RESPONSIBILITY DESCRIPTION

1. Provides strategic advice and expert management support to the Director GRS and the Pro Vice-Chancellor (Researcher Training)

Provides strategic advice and operational leadership to the Director GRS and the Pro Vice-Chancellor (Researcher Training)throughout the implementation of the work area strategy and related business plans, monitoring and reporting on progress; and identifying and making recommendations to address implementation challenges.
Manages the implementation of strategic programs and projects for the work area, ensuring the achievement of key objectives and results in alignment with the overarching plan for work area.
Represent the University and the Director to external partners levels and maximise networking opportunities. Develop and maintain effective relationships with key contacts in those organisations
Develop and lead strategies for the delivery of HDR related IT systems to enhance the HDR candidate and supervisor experience and support school, faculty and team operations
Manages the development and implementation of strategies, policies, and procedures across the HDR Administration Centre Team
Provides strategic advice on the administrative/technical infrastructure, policy and resources needed to support goals and strategic priorities and application of the University's policies and procedures for the work area and its related entities.
Provides strategic advice on change management and input to key organisational initiatives which may have an impact on people and other resourcing requirements of the work area.
Prepares and presents discussion papers or provides sound advice on a broad range of issues for review by the Director GRS and the Pro Vice-Chancellor (Researcher Training)and approval for implementation, inclusive of appropriate and relevant analysis, business strategy and final recommendations.
Deputise for and accept delegation on behalf of the Director as required from time to time

2. Lead the delivery of high-quality HDR lifecycle services to the GRS research community ensuring a client centred approach and strong supportive culture
Manages day to day operating activity for the work area including effective planning, delegating, coordinating, staffing, organising, and decision making to ensure business objectives and goals are reached.
Manages the effective implementation of administrative, policy and general resources needed to support the academic goals and strategic priorities of the work area facilitating the integration of best practice systems and approaches.
Ensures the work area runs effectively and efficiently by establishing systems and processes that facilitate the management of high-volume enquiries and communications; ensure the timely management of all correspondence, diary/ scheduling and relevant events.
Liaises with and establishes effective working relationships with members of the work area's leadership team, ensuring critical priorities and needs are managed effectively.
Directs the development, implementation and ongoing enhancement of organisational processes for the work area.
Provides regular statistical and business reports on operational activities, research training, accounting and business programs, specialist programs, student outcomes, and quantitative results of key projects, to enable benchmarking, to ensure that the work area is meeting its performance targets, highlighting gaps and identifying corrective strategies.

3. Lead the efficient utilisation and deployment of resources within the HDR Administration Centre Team

Lead the efficient utilisation and deployment of resources to support the execution of strategy, business plans and the delivery of services for the work area and its related entities, ensuring the optimal allocation of financial resources, capital inventories, people, production resources and information technology is in place to support the continuous delivery of core services.
Provides support to the Director, GRS with the development and review of reports on resource usage, financials in liaison with finance team, services and facilities as requested by the work area/ portfolio's executive.
Provides advice and support for the establishment of mechanisms to review and continually improve process and services in place in the work area and its related entities.

4. Manages communications and relationships with key stakeholders across for the HDR Administration Centre

Prepare reports and recommendations for relevant committees, the PVCRT, Academic Director, and the Director on HDR matters based on a thorough analysis of legislation, policies, data, national and international trends
Implements communication strategies and plans designed to meet the key information requirements and needs of internal and external stakeholders to the University.
Develops and maintains highly effective collaborative relationships with internal stakeholders including academic leaders and professional service units (ICT, Finance, HR, and Marketing and Communications) to ensure high quality service provision
Partners with the Division of the Academic Registrar to represent the HDR cohort in programs, projects, compliance and systems

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RESPONSIBILITY DESCRIPTION

concerning or impacting student experience
Acts as a cohesive link between the work area and Faculty's, PSU's and University administration in relation to policy development, implementation support, service delivery and provision and coordination of information.

5. Manages governance, related compliance, and services across the HDR Administration Centre Team

Manages the implementation of sound governance protocols for the work area, ensuring that University policies and procedures, as well as legislative requirements, are followed and adopted appropriately.
Ensures that effective and required governance procedures are followed across the work area, including budget planning and management occurs and that each entity has plans in place to operate under a financially sustainable model.
Provides support with the development and monitoring of Memorandums of Understanding or Agreements between the work area or related entities and external organisations and ensures that agreements are aligned to the strategic priorities of the work area.
Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility

6. Provides effective leadership and management guidance and support to the staff in the HDR Administration Centre Team.

Drive an innovation and continuous improvement culture to support the delivery of responsive, agile and seamless services to the research community and its partners
Build and maintain a high-performing team through leadership, coaching, training and development ensuring high levels of staff engagement
Manages the performance and development of general professional staff including supervision and training, performance reviews and professional development and the effective division of workload.
Provides input into talent management and succession planning for staff working in the area and implement workforce planning, recruitment and resourcing to ensure the future staffing needs of the work area and related entities are appropriately met.
Ensures effective collaboration takes place between staff in the work area, related entities and other groups within the University.

7. Undertakes ad-hoc projects and other activities.

Performs work activities relevant to the role's key accountabilities as approved by the Manager and commensurate to the role's classification level.

EDUCATION

Education
Other - An equivalent combination of relevant training and experience
Postgraduate qualifications - In a relevant field

Only one Field of Study needs to apply. The Education requirements should be considered in conjunction with the Work Experience requirements.

CERTIFICATIONS

Certifications

SKILLS

Skills
Ability to work both independently and as part of a team, taking initiative and exercising sound judgement in resolving matters that may arise as part of normal daily work
Demonstrated highly developed relationship management skills across all levels of the organisations, inspiring confidence, and trust.
Effective managing a diverse group of key stakeholders on large or complex projects and the ability to develop/cultivate productive relationships with industry providers and key users.
Excellent interpersonal, verbal and written communication skills with sound negotiating and conflict resolution skills and a demonstrated level of tact and discretion in dealing with matters.
Excellent time and workload management skills with demonstrated ability to prioritise effectively, manage multiple tasks, meet deadlines, achieve required outcomes and effectively deliver results.

WORK EXPERIENCE

Work Experience
Demonstrated experience in the supervision, training, mentoring and performance management of staff; and experience managing and resolving a diverse range of HR issues.
Familiarity with the HDR administrative lifecycle is desirable.
Proven management experience at a senior level; together with flexibility, capacity to adapt to changing circumstances and environments and, when necessary, navigating through ambiguity.

CAPABILITIES

Priority Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Acts with courage, respect and integrity	Acts with honesty, demonstrating ethical and professional behaviour, with the courage to speak up for respect and integrity.	ADV
Communicates with impact	Interacts with others clearly and effectively, using respectful verbal and non-verbal communication for the benefit of our students, staff and the communities we serve	ADV
Responds to changing contexts	Anticipates and monitors demand and develops considered responses to continually improve student, staff and community outcomes	ADV
Takes accountability	Takes accountability for own actions and contributes to an inclusive, psychologically safe and high performance culture where people are inspired to thrive and realise their potential.	ADV
Thinks and solves problems	Makes informed and considered decisions by thinking critically and comprehensively to progress and enhance outcomes for the University.	ADV

Priority Professional Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Actively manages opportunities, risks and issues	Actively manages opportunities, potential risks and uncertainties to achieving the strategic objectives of the University.	ADV
Delivers service excellence	Understands customer needs and wants, both now and in the future, to agree, meet and manage service expectations and deliver an excellent service experience for University staff, students and the community.	ADV
Drives effectiveness using digital technologies	Identifies, implements and uses new technology solutions in a secure manner to drive operational efficiency and effectiveness.	ADV
Enables compliance and integrity	Cultivates an environment in which students and staff act with integrity and comply with relevant laws, regulations and policies applicable to the University.	ADV
Understands the nature of research	Understands the nature of research work, research timeframes, the legislative and funding environment and navigating this landscape to support staff to deliver on the research objectives of the University.	ADV

Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Acts responsibly	Understands constraints and works to optimise value for the University by balancing safety, sustainability, risk, opportunity, and finite resources to deliver, directly or indirectly, on the objectives of the University.	ADV
Collaborates with others	Builds networks, models collaboration and works effectively with others to encourage inclusivity and impact.	ADV
Contributes to the University	Shows an appreciation of the higher education sector and role of the University in the local and international community, supporting the University's strategy of excellence in research, education, engagement and student experience.	ADV
Displays adaptability	Remains committed and persistent in the pursuit of goals, maintaining composure and professionalism, regardless of changing circumstances.	ADV
Displays cross-cultural understanding	Collaborates in an inclusive way demonstrating an understanding of cultural differences and how our views can shape the way we operate.	ADV
Excels in discipline, field or profession	Strives to develop and improve own proficiency and profile in areas of focus, creating a positive impact for the University.	ADV
Strives to learn	Exhibits a commitment to continuously learn, having the courage to embrace new practices, behaviours and mindsets and be open to new ideas and perspective.	ADV
Takes action	Takes initiative, achieving results through a commitment to excellence and quality outcomes for the University, Australia and the wider world.	ADV