POSITION TITLE	**Senior Manager, Curriculum and Quality Assurance Services**
JOB PROFILE ID	**CMT_HEO10_01_SJP**
JOB CATEGORY	**Professional**
JOB FAMILY	**Curriculum Management**
COMPENSATION GRADE	**HEO10**
MANAGEMENT LEVEL	**19 Individual Contributor**

POSITION DESCRIPTION SUMMARY

PRIMARY FUNCTION

The Senior Manager, Curriculum and Quality Assurance Services supports the delivery of the University's curriculum and quality assurance function by leading the operational management of curriculum activities and driving continuous improvement in course quality assurance business processes and workflows. Working closely with the Deputy Registrar and Executive Director (Curriculum and Policy), the Senior Manager is responsible for activities that support the review, analysis, consolidation of clear and implementable recommendations for course solutions and aligned with institutional curriculum principles and requirements, regulatory and professional accreditation requirements.

The Senior Manager, Curriculum and Quality Assurance Services facilitates effective communication, partnership and engagement with teams responsible for policy, governance, regulatory affairs, compliance, course design and review, and faculty and University school stakeholders. The Senior Manager oversees the impact assessment and analysis of proposed changes to courses and curriculum amendments and oversees key quality assurance and monitoring for the University's course re-accreditation process (comprehensive course reviews) and supports faculties and University schools in translating strategic review outcomes into sustainable solutions and curriculum improvements.

Ensuring that the team provides effective in-depth analysis and assessment, leveraging industry best practice through benchmarking and assessment, providing recommendations, and progressing the next stages of work where applicable to teams within the Curriculum and Policy team in the Division of the Academic Registrar, across the Education and Students Portfolio, and faculties and University schools for development or other adjustments as required.

DECISION MAKING AND DELEGATIONS OF AUTHORITY

The Senior Manager, Curriculum and Quality Assurance Services operates under broad direction to deliver goals strategically and autonomously within set timeframes and in consultation with the Deputy Registrar and Executive Director (Curriculum and Policy). The role makes operational decisions relating to workflow design, process enhancement, review coordination and implementation of course improvements within defined service and governance frameworks.

The incumbent provides informed advice to the Deputy Registrar and Executive Director on course review findings, process improvement opportunities, exercising initiative in coordinating activities, prioritising workloads and engaging stakeholders to ensure timely and effective delivery of course review outcomes and any implementation required.

KEY RELATIONSHIPS

Relationships	Position Title
Supervisor	0118629 Deputy Registrar and Executive Director (Curriculum and Policy) - Mrs Nerida Olson
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

Curriculum Amendments Analysis and Implementation

- Manage and support the execution of university-wide curriculum amendment activities, ensuring structured, consistent and high-quality insights and processes are applied and in partnership across faculties and University schools.
- Manage the analysis and consolidation of impact assessment and support the preparation of reports, submissions and recommendations for governance and leadership forums through to implementation.
- Develop and implement protocols and processes to support course development, curriculum amendments, quality assurance and course re-accreditation (though comprehensive course reviews) and reporting, clearly outlining activities, milestones, and governance mechanisms to achieve key outcomes.
- Provides support in managing high-level reports, committee submissions, and strategic correspondence, in accordance with policy, best practice, and institutional priorities.
- Support the alignment of course development and curriculum amendments with operational systems and workflows, ensuring seamless integration between consultation, analysis, review, approval, implementation and reporting stages of the curriculum lifecycle.
- Work in partnership with relevant system and curriculum administration teams to enhance workflow consistency, improve data accuracy and strengthen transparency in course tracking and decision-making processes across course development, curriculum amendments, quality assurance and course re-accreditation.

Operational Reporting and Governance Support

- Assist in the preparation of reports, documentation and analysis required for governance bodies, providing operational insight on process performance, new courses, curriculum amendments, course re-accreditation, and outcomes and implementation progress.
- Support compliance with policy, regulatory requirements and institutional standards across all development, analysis, consultation, amendment, review, approval and implementation workflow activities.

Relationship management

- Engage collaboratively with faculty and University school stakeholders and professional service units to promote understanding of course development, curriculum amendment, quality assurance, course re-accreditation, review requirements through to implementation processes and timelines.
- Represent the team across Education and Students Portfolio work streams, collaborating with faculties, University schools, and professional services units to support course development, curriculum amendment, quality assurance, course re-accreditation initiatives.
- Build trusted working relationships that support effective communication, collaboration and problem resolution across review activity.
- Provide guidance, tools and operational support to support adoption of improved workflows, development, analysis, consultation, review and implementation practices.

Business Improvement and Service Optimisation

- Lead process mapping and review of course development, curriculum amendment, quality assurance and course-re-accreditation administration and common areas of focus to identify opportunities for improvements.
- Design and implement streamlined business processes that support improved course and curriculum lifecycle management and reduce administrative burden while supporting continuous alignment with policy and regulatory requirements.
- Support faculties and University schools in embedding process improvements linked to course development, curriculum amendments and comprehensive course reviews, ensuring recommendations translate into practical, sustainable solutions, with appropriate monitoring and tracking through to implementation and post-implementation reviews.
- Contribute to the development and refinement of service models, frameworks and protocols that strengthen the quality, consistency and efficiency of courses and curriculum delivered to students.
- Support the alignment of course development, curriculum amendments, quality assurance and course-re-accreditation activity with operational systems and workflows, ensuring seamless integration between all stages to implementation and reporting stages of the course lifecycle, and retrospective analysis and review of implementation.
- Work in partnership with relevant system and curriculum administration teams to enhance workflow consistency, improve data accuracy and strengthen transparency in course and curriculum tracking and decision-making processes.
- Identify emerging practices, process improvements and service enhancements that support continuous improvement within the curriculum and quality assurance services function and in partnership across professional service units and faculties and University schools' operational practices.

Undertakes ad-hoc projects and other activities

RESPONSIBILITY DESCRIPTION

- Performs work activities relevant to the role's key accountabilities as approved by the Deputy Registrar and Executive Director (Curriculum and Policy), commensurate with the role's classification level.

EDUCATION

Education
Other - An equivalent combination of relevant training and experience
Postgraduate qualifications - In a relevant field
Tertiary 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
Accuracy, attention to detail and highly organised with the ability to work according to strict deadlines and manage multiple matters and streams of work
Excellent report writing skills and experience in desktop research, analysis of course structures, and sector-wide benchmarking
Extensive experience in managing course development, curriculum lifecycle management and course re-accreditation
Extensive knowledge of regulatory requirements for higher education providers, including the Australian Qualifications Framework, Higher Education Standards Framework (Threshold Standards) 2021, National Code of Practice for Providers of Education and Training to Overseas Students 2018, Education Services for Overseas Students Act 2000 (ESOS Act) and Higher Education Support Act 2003 (HESA)
Outstanding written communication and verbal skills and the ability to prepare and present information, including narrative papers and reports, for a variety of audiences in a higher education setting
Proven ability to work independently, effectively manage operational teams and demonstrate initiative to achieve objectives

WORK EXPERIENCE

Work Experience
Demonstrated people management experience, including managing staff performance and development.
Experience in analytical report writing and presenting to senior management of an organisation.
Experience managing a diverse group of key internal/external stakeholders on large or complex projects and the ability to develop/cultivate productive relationships with stakeholders.
Experience supporting course development, curriculum amendments, course re-accreditation, quality assurance and curriculum implementation processes
People and service management experience, including managing function, staff performance and development

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.	INT
Collaborates with others	Builds networks, models collaboration and works effectively with others to encourage inclusivity and impact.	INT
Responds to changing contexts	Anticipates and monitors demand and develops considered responses to continually improve student, staff and community outcomes	INT
Takes action	Takes initiative, achieving results through a commitment to excellence and quality outcomes for the University, Australia and the wider world.	INT

Priority Core Capability	Behavioural Indicators *FOU – Foundational, *INT – Intermediate, *ADV – Advanced, *EXP – Expert	Level
Thinks and solves problems	Makes informed and considered decisions by thinking critically and comprehensively to progress and enhance outcomes for the University.	INT

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.	INT
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.	INT
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.	INT
Seeks insights to inform decisions	Gathers, consolidates and evaluates a range of information to uncover key insights and inform business decisions across the University.	INT
Understands the education landscape	Understands the Higher Education sector and student experience objectives of the University and the operating environment of the Faculty/School, navigating this landscape to support staff to deliver on the education objectives of the University.	INT

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.	FOU
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	FOU
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.	FOU
Displays adaptability	Remains committed and persistent in the pursuit of goals, maintaining composure and professionalism, regardless of changing circumstances.	FOU
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.	FOU
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.	FOU
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.	FOU
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.	FOU