



POSITION DESCRIPTION – General Staff

For levels 6/7 and above

Position Title: Manager, Client Service Level: 6/7 Full-time
 Faculty/Division: Academic Registrars Division Department/Location: Student Central

Primary purpose of the position:

The Manager, Client Service is responsible for the delivery of exceptional services to students and other key stakeholders across the University. The position will manage the development of consistent and effective client service across UOW resulting in a unified and high standard of service for students and staff. The position will manage projects and will implement customer service solutions that facilitate seamless and innovative service outcomes for our students.

Position Environment:

Client Service is the Unit within the Academic Registrar's Division (ARD) responsible for delivering excellence in client service across the University. The major business areas of ARD include (i) Client Service, service delivery to University students, (ii) Business Solutions, ensuring delivery of major student life cycle elements (iii) Policy & Governance, facilitation of governance within the University (iv) Corporate Governance, (v) Student Systems and (vi) Enterprise Content Management, management of University website, records and digital signage network and (vii) Strategy, delivery of new initiatives to improve the student experience.

ARD operates under the University's Administration Quality Management System (QMS) that is certified to ISO 9001:2008.

Major Accountabilities/Responsibilities:

	Responsibilities	Outcome	Percentage of Time	Office Use Only
1.	Provide high level assistance, advice and information to the Academic Registrar's Division and University of Wollongong Faculties and Units in relation to excellence in customer service: <ul style="list-style-type: none"> Customer service standards Feedback standards, systems and procedures Client service best practice and innovation in processes, systems and service technologies and their application Student enquiry management 	Accurate, timely and consistent advice. Systems are in place and processes are established and working appropriately. Faculty and University student programs and processes are successfully undertaken.	30	
2.	Provide efficient and effective customer service by establishing resources, standards, streamlining processes, supporting key student events and creating client service	High level student service provision. Feedback mechanisms managed.	30	

Responsibilities		Outcome	Percentage of Time	Office Use Only
	systems. Develop and implement student related University policies, procedures and standards.			
3.	Lead, manage and develop the Student Central team including ongoing quality improvement in client service, reporting on key client service KPI, responding to client feedback, resource management, client communications and web maintenance and management of processes within Student Central. Develop and implement procedures to improve the student experience and create operational efficiency.	A cohesive teamwork environment that meets client needs is developed and continuously improved.	30	
4.	Implement projects, as required that result in improvements in client service within ARD and across UOW.	Projects implemented that enhance the student experience	10	
5.	Provide support to the Academic Registrar's Division as required including participation in and support of Division projects and events as well as taking on additional responsibilities as required	Inter –unit collaboration and development	Ongoing	
6.	Supervisory positions: communication and consult with staff on workplace and staffing matters		Ongoing	
7.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing	
8.	Have OH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document	To ensure a safe working environment for self & others.	Ongoing	

Reporting Relationships:

Position Reports to:	Senior Manager, Client Service
The position supervises the following positions:	Client service representatives Casual client service representatives
Other Key Contacts:	Academic Registrar Senior Managers, ARD Faculty student centre managers Fees and compliance team Sponsorship team Sub Deans

Key Relationships:

Contact/Organisation:

Senior Faculty Administrator
Associate Dean (Academic Programs)
Sub Deans
Academic Registrar
Senior Managers, ARD
Faculty Education Committee
Faculty student centre managers

Purpose & Frequency of contact

Regularly, to prioritise, strategise and inform
Regularly, to prioritise, take direction and advise
As required to prioritise, take direction and advise
As required to prioritise, take direction and advise
As required, to consult and prioritise
Attend and support FEC meetings
As required, to gather information, to ensure cooperation and integration of activities

Key Challenges:

- Facilitating ongoing change and continuous improvement processes in client service across the University
- Manage relevant projects to ensure University's goals in relation to excellence in the student experience are met
- Communication and stakeholder management across the University
- Agile implementation of innovation and best practice in client service across the University.

SELECTION CRITERIA - Knowledge & Skills:

Knowledge:

Essential:

- Demonstrated Understanding of principles of continuous improvement and its application in customer service.
- Sound understanding of principles of EEO as they apply to staff, clients and other stakeholder in a client service environment.

Desirable:

- Demonstrated understanding of issues relating to client service in a Higher Education environment.

Skills:

Essential:

- Excellent interpersonal and communication skills demonstrated by the ability to liaise, consult and negotiate with a diverse range of clients, staff and stakeholders from various cultural backgrounds.
- Excellent written communication skills including the ability to develop policy, procedures, discussion papers, reporting against standards and criteria and co-ordination of committees or working parties.
- Demonstrated leadership and management skills including the ability to lead diverse, cross functional and multi-disciplinary teams.
- High level problem solving including expertise and skill in researching and analysing issues resulting in service improvements.
- Proficient in the use of the Microsoft Office suite of programs and databases.

SELECTION CRITERIA - Education & Experience:

Education:

Essential:

- Degree in an appropriate discipline and/or a combination of experience and education/training deemed to be equivalent

Experience:**Essential**

- Demonstrated high level organisational experience including the capacity to exercise independence and initiative in planning, prioritising work activities and meeting deadlines in a customer service environment
- Demonstrated experience in the development, maintenance and improvement of administrative systems including the implementation and monitoring of policy and of quality assurance systems
- Demonstrated depth, breadth and diversity of experience in client service provision including the principles, systems, practices and issues that lead to the delivery of exception client service.

Personal Attributes:

- Ability to liaise with colleagues at all levels in the organisation
- Shows a passion for customer service that inspires others to innovate and excel
- Enjoys working as a team towards organisational goals.

Special Job Requirements:

- Flexibility to work extended hours at peak times

Organisational Chart:**Approval:**

Approved by Senior Manager

Client Service: _____

Date: _____

Approved by Academic Registrar: _____

Date: _____

Approved by Personnel: _____

Date: _____