# APPLICANT INFORMATION PACKAGE

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UNIVERSITIES ADMISSIONS CENTRE.

Thank you for your interest in applying for the Manager, Operations Services position with the Universities Admissions Centre (UAC). This package is designed to provide you with information about UAC's recruitment process and general conditions of employment.

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## SNAPSHOT OF EMPLOYEE BENEFITS

### Work-life balance



- Short 7-hour day (35-hour week), with an hour for lunch, Monday to Friday.
- Employees who work more than the standard 35-hour week are entitled to overtime pay.
- Flexible work arrangements.

### Generous leave entitlements

**50 days** sick leave with conditions 

**Family & community** services leave 

**Study** support leave 

**Concessional** days 

**Rostered Day Off** (RDO) system: accumulate 1 day off every 4 weeks

### Above-standard employer superannuation contributions

| | | | |
|---|---|---|---|
| UAC permanent employees | **17%** | UAC fixed-term (17% after 12 months' service) | **9.5%** |
| Casual employees | **9.5%** | | |

### Competitive remuneration



We reward our staff for their hard work with competitive remuneration and salary packaging benefits.

| | **Total annual salary** |
|---|---|
| Operations Services Manager (Full-time continuing appointment) | $147,403 - $155,526 p.a |

### Health and wellbeing



Our employees enjoy a range of health and wellbeing initiatives to support their physical and mental health:

- fresh fruit deliveries
- annual health checks and flu vaccinations
- periodic massages
- yoga and mindfulness classes
- free counselling service
- membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities and eateries at Sydney Olympic Park.

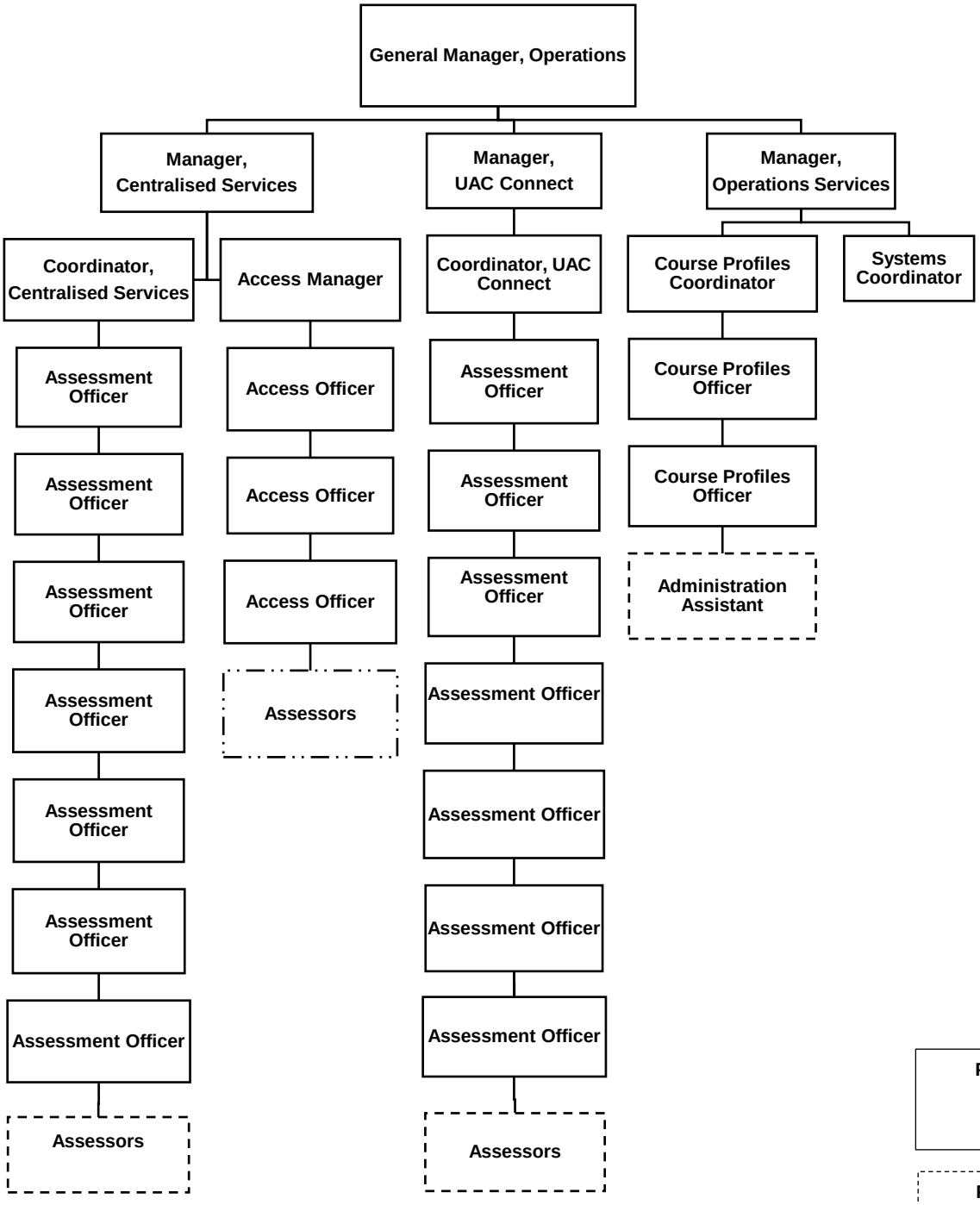
## READY TO APPLY?

**Email us your:**

1. cover letter and resume
2. written response addressing the selection criteria listed in the Position Description
3. copies of relevant qualifications (if available).

# UAC

## Operations Organisational Chart 2020/21




**KEY:**

| **Permanent** |
| --- |
| 28 |

| **Fixed Term** |
| --- |
| Various |

| **Casual** |
| --- |
| Various |

# POSITION DESCRIPTION

| | |
|---|---|
| **POSITION TITLE:** | Manager, Operations Services |
| **HEW LEVEL:** | Grade 9 |
| **DEPARTMENT/UNIT:** | Operations/Operations Services Unit |
| **SUPERVISOR/ MANAGER:** | General Manager, Operations |
| **WRITTEN BY:** | Nerida Bewick |
| **DATE WRITTEN:** | April 2021 |
| **INCUMBENT:** | New Position |
| **APPROVALS:** | Nerida Bewick<br>General Manager, Operations |

## 1. BACKGROUND INFORMATION

UAC - the Universities Admissions Centre – was established in 1995 and is the largest tertiary admissions centre in Australia. Owned by universities in NSW and the ACT, UAC's mission is to provide excellence in admissions services.

Central to that mission is UAC's belief in the value of education and a commitment to providing opportunities in higher education for all members of the community. UAC is not-for-profit and driven by a strong culture of servicing the needs of all its stakeholders.

Since its establishment UAC's services have expanded and we now provide a range of tertiary admission-related, and other complementary services, to client institutions, private providers, students, schools, and the general public. It is a role that is constantly evolving as we continue to align ourselves to a changing higher education sector.

The Operations Department consists of three units. The Centralised Services and UAC Connect units are responsible for the application and assessment functions of UAC's centralised and bespoke services. The third unit is Operations Services and is responsible for system changes and data maintenance across both the Centralised and Connect units.

For information about UAC's structure and functions, see UAC's People & Culture Unit.

## 2. JOB PURPOSE

The Manager, Operations Services is responsible for managing the key operational activities across UAC's Centralised and Connect platforms, including the management of system changes and course profile maintenance. The position plays a key role in ensuring the seamless transition of projects to 'business as usual', and liaises with staff across the organisation to ensure that all UAC's products and services are delivered as expected by clients on an ongoing basis with particular emphasis on risk mitigation.

The Manager, Operations Services manages customer relationships and expectations to engender trust in UAC's ability to deliver ongoing services that meet their specific needs.

The Manager, Operations Services leads staff in the implementation and ongoing improvement of UAC's core products and services, fostering the development of a cohesive team committed to the continuous improvement of services and to the role of the unit.

The Manager, Operations Services contributes to UAC's strategic and business planning processes and works with other managers to lead staff in the achievement of departmental and organisational objectives.

## 3. REPORTING AND OTHER RELATIONSHIPS

This is one of three positions reporting directly to, and receiving overall broad direction from the General Manager, Operations. The others being: Manager, Centralised Services, and Manager, UAC Connect. The Manager, Operations Services works closely with this senior team to ensure the success of the Operations Department.

The Manager, Operations Services has responsibility for four permanent staff and temporary and casual staff dependent on needs. It is anticipated that staff numbers and the organisational structure of the Unit will grow as the number of products and services provided to clients increase.

The Manager, Operations Services communicates and collaborates with a wide range of staff and external stakeholders in the context of ensuring the continued improvement of UAC's core products.

Within UAC, the Manager, Operations Services operates within a flexible and collaborative team-based environment with team members varying according to the nature of each project /task.

Externally, the Manager, Operations Services liaises with staff from universities, and with organisations such as boards of study, government departments and other tertiary admissions centres as required. Communication and collaboration mechanisms will vary from one-off conversations on a particular issue, through to major projects to transition new products and services from project to day-to-day operations.

## 4. DIMENSIONS

There are approximately 30 institutions that access UAC systems and services.

There are approximately 160 users at UAC and 800 remote users at the participating institutions.

There are approximately 200,000 applications through UAC systems per year.

## 5. MAJOR TASKS

1. Manage the staff, operations, and budget of the Unit, according to UAC policy requirements. This includes ensuring appropriate systems, processes and resourcing are in place to successfully deliver all Unit functions and products in accordance with client requirements.

2. Work collaboratively across the organisation to coordinate appropriate system changes and processes across all departments to ensure the smooth transition from project to business as usual, as well as managing the ongoing delivery of UAC's products and services in accordance with client requirements and expectations.

3. Manage the development, implementation and maintenance of key activity timetables and schedules including operational documentation for internal and external stakeholders.

4. Contribute to the development of ongoing strategic business and operational plans for the Department, and work with other managers to lead staff in the achievement of departmental and organisational objectives.

5. Work with the GM Operations, and staff across the organisation to ensure that operationally UAC's products continually improve and meet the expectations of UAC's customers. Lead or contribute to projects as required.

6. Provide expert advice to internal and external stakeholders on all aspects of core products and services provided by UAC, and participate in the development and presentation of information sessions.

7. Manage client relationships and expectations by leading building strong and effective relationships with key staff in universities and other client organisations in order to engender trust in UAC's ability to deliver services that meet their specific needs.

8. Stay abreast of issues and trends relevant to the sector at the national and international level, including changes within higher, vocational and secondary sectors. Use knowledge, experience, and expertise in admissions and complementary services to make policy recommendations to universities and other clients on core UAC products and services.

9. Provide effective leadership to staff and lead staff in knowledge sharing and cross-skilling. Foster the development of a highly skilled, cohesive team with a commitment to continuous improvement of services and the role of UAC. Mentor and develop staff and implement the Performance Development and Planning Program.

10. Represent UAC at meetings and on committees as appropriate to the position, and liaise with relevant external bodies as required.

## 6. PRINCIPAL ACCOUNTABILITIES

The Manager, Operations Services is accountable for:

1. Ensuring that all functions carried out in the Unit are efficiently and effectively completed in accordance with timeframes and requirements agreed between UAC and its customers.

2. Ensuring that appropriate processes are in place to achieve optimum quality and integrity of core products and services provided by the UAC.

3. Providing effective leadership to the Unit, ensuring staff are given training and mentoring in their roles and that the Performance and Development Planning Program is implemented.

4. Providing expert, quality advice/recommendations on issues related to UAC core products and services to the GM, Operations and other UAC staff, and for the quality of contributions made to the development of products and services and the achievement of business and operational goals.

5. Successfully building and maintaining strong and influential working relationships with UAC customers, including providing quality, expert advice and recommendations on UAC core products and services.

## 7. CHALLENGES AND CONSTRAINTS

The nature of the products and services provided by UAC mean that the Manager, Operations Services plays a significant role in ensuring that the expectations and needs of each customer are met. The Manager, Operations Services ensures that the unit is resourced appropriately so that all operations are completed in accordance with agreed to deadlines and to the level expected by UAC's customers.

The Manager, Operations Services not only contributes expertise and creativity towards the development of business solutions associated with the products and services provided, but also manages customer expectations which may or may not be realistic, and may be constrained by factors beyond the incumbent's control.

The Manager, Operations Services must be able to explain complex issues to the satisfaction of the customer and develop an influential relationship with the customer which 'engenders trust' in the ability of UAC staff to deliver the product and/or service as agreed.

The incumbent must be able to manage institutional expectations in relation to meeting their requirements within the limitations of the environment.

The incumbent must be able to manage inter-departmental and intra-departmental relationships as they play a key role in transitioning new projects and services into business as usual as well as coordinating the ongoing maintenance and servicing of UAC's products.

## 8. EDUCATION AND EXPERIENCE

Postgraduate level qualifications and extensive relevant experience OR an equivalent combination of relevant experience and/or education/ training.

## 9. SELECTION CRITERIA

### Essential

1. Postgraduate level qualifications and extensive relevant experience OR an equivalent combination of relevant experience and/or education/training.

2. Excellent interpersonal skills with the ability to liaise with and influence others at all levels and to build productive working relationships with user/interest groups, including extensive experience in negotiating outcomes across a broad range of stakeholders.

3. Excellent written and verbal communication and presentation skills. Experience in explaining complex issues and/or methodologies to individuals and a variety of user groups/customers.

4. Experience in staff management and leading a team to achieve planned goals and objectives, including budget management and forecasting.

5. Demonstrated high-level experience in, and commitment to, the application of quality assurance processes.

6. Strong understanding of information technology concepts and terminology and the ability to provide recommendations based on complex technical solutions.

7. Self-motivated and superior organisational skills, with the ability to prioritise and manage own workload and that of the unit to meet both regular and unexpected workflow demands and strict deadlines in a high volume work area.

8. Proven ability to think strategically and creatively and to adopt a proactive, solutions oriented approach to solving problems; ability to translate strategic and business plan initiatives into practical solutions.

9. Demonstrated high level of computer literacy skills, including demonstrated experience in word processing, spreadsheets and computerised presentations.

10. Understanding of and commitment to the principles of anti-discrimination and equal employment opportunity legislation, work health and safety, anti-bullying and the application of these principles in the workplace on a daily basis.

### Desirable

1. Experience with the Universities Admissions Centre Admissions Systems.

2. Knowledge of the operations of relevant government departments and other organisations.

3. An understanding of the legislative requirements for higher education and vocational education and training admissions in Australia.

4. Extensive knowledge of Australian admissions, tertiary admissions processes, the tertiary sector, and an understanding of the role of UAC.

**Employee** _____ **Date** _____

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# PRIVACY STATEMENT

1. In applying for this position, you have provided UAC with personal information so that your application can be assessed.

2. It is possible that we may disclose information provided in your application to a third party such as a referee, or members of a selection committee.

3. If you provide us with the personal information of others (for example a referee's details), we encourage you to inform them that you are disclosing that information to us, and that UAC does not usually disclose their information to a third party.

4. In due course after the completion of this selection process, the personal information that you have provided will be destroyed, unless you make an application for your personal information to be returned to you.

5. If you seek feedback because your application is unsuccessful, in some circumstances information may be denied. For example if access would have an unreasonable impact on the privacy of others.

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