



## **Position Description**

**Position Title:** Industry & Student Services Manager

**Reports To:** Chief Business Officer

**Employment Type:** Full-time

## **Position Summary**

The Industry & Student Services Manager is responsible for developing and delivering programs and services that enhance student engagement, wellbeing, and employability. This role oversees industry partnerships, career development initiatives, and student support services to ensure a positive and enriching student experience. The position works collaboratively with academic and professional staff to integrate industry connections into learning opportunities and to provide high-quality support throughout the student lifecycle.

## **Accountabilities**

- Develop and maintain strategic partnerships with industry, government, and professional bodies.
- Coordinate internship programs, work-integrated learning, and graduate placement initiatives.
- Represent UNSW Bengaluru in industry forums and networking events to enhance visibility and reputation.
- Design and deliver career development programs, workshops, and resources for students.
- Monitor and report on graduate outcomes and employability metrics.
- Collaborate with academic teams to integrate employability skills into curricula.
- Oversee student support services including orientation, counseling, and wellbeing programs.
- Ensure timely resolution of student queries and grievances in line with policy.
- Develop initiatives to enhance student engagement and campus life.
- Ensure adherence to UNSW policies and Indian regulatory requirements for student services and industry programs.
- Prepare reports for internal governance and external accreditation bodies.
- Manage career services platforms and student engagement systems.
- Maintain accurate records of internships, placements, and student support activities.
- Lead and mentor staff within the Industry & Student Services team.
- Foster a culture of collaboration, service excellence, and continuous improvement

**Skill & Experience**

- Bachelor's degree in Business, Education, Human Resources, or related field (Master's preferred).
- Minimum 5 years in student services, career development, or industry engagement roles, preferably in higher education or transnational education settings.
- Understanding of higher education frameworks, employability trends, and industry partnership models.
- Familiarity with Indian regulatory requirements and global best practices in student services.
- Strong relationship-building and stakeholder management skills.
- Excellent communication, organizational, and problem-solving abilities.
- Ability to lead teams and manage multiple priorities.
- Proficiency in career services platforms and student engagement systems.
- Commitment to diversity, inclusion, and student success.

**Key relationships**

- Chief Business Officer – for strategic direction, performance oversight and reporting.
- Academic Staff – for advice and consultation.
- Professional Staff – including student services, admissions, and learning support for student experience and academic administration.
- Industry and External Partners – for collaborative projects, guest lectures, and student engagement.
- Regulatory Bodies – including UGC and accreditation agencies for compliance and quality assurance.