



## **Position Description**

**Position Title:** Operations & Student Affairs Manager

**Reports To:** Chief Business Officer

**Employment Type:** Full-time

## **Position Summary**

The Operations & Student Affairs Manager is responsible for the efficient delivery of campus operations, student support services, and the overall student experience. The role oversees day-to-day administrative operations, student life programs, wellbeing initiatives, and campus service functions to ensure a safe, inclusive, and engaging environment for all students.

Working closely with academic leaders, administrative departments, and external partners, the Operations & Student Affairs Manager ensures compliance with institutional policies, supports student success and retention, and enhances the operational excellence of the campus.

## **Accountabilities**

- Oversee daily campus operations, including facilities scheduling, front-of-house services, security coordination, and general administration.
- Manage operational workflows, service delivery standards, and continuous improvement initiatives.
- Liaise with facilities, IT, security, and external vendors to ensure smooth campus functioning.
- Monitor operational risks, incidents, and compliance with safety and operational protocols.
- Lead the development and delivery of student engagement programs, orientation activities, clubs, and co-curricular events.
- Oversee student wellbeing, counselling referrals, disability support coordination, and student case management processes.
- Respond to student concerns, complaints, and misconduct matters in line with University policies.
- Promote a positive campus culture focused on inclusion, diversity, and student success.
- Manage student-facing services including enrolment support, timetabling assistance, campus reception, and general student guidance.

- Collaborate with academic and administrative units to streamline student administrative processes.
- Ensure timely communication of important information to students, including academic deadlines, campus services, and events.
- Ensure adherence to University policies, student codes of conduct, and local regulatory requirements.
- Maintain accurate records of student affairs matters, incidents, and support activities.
- Support audits, quality assurance processes, and reporting obligations as required.
- Contribute to the development and review of student-related policies and procedures.
- Serve as a key contact for student wellbeing and campus incident response.
- Coordinate crisis intervention, emergency procedures, and escalation pathways.
- Work with security, counselling, and external agencies to ensure student safety and duty of care.
- Lead, supervise, and develop staff across operations, student services, and student experience functions.
- Establish clear service expectations and foster a culture of professionalism and responsiveness.
- Manage staffing rosters, performance, and professional development planning.
- Partner with academic faculties, administrative units, student associations, and external organisations.
- Represent student affairs in campus committees and working groups.
- Support partnerships that enhance student employability, wellbeing, and campus life.

### **Skill & Experience**

- Bachelor's degree in Education, Business Administration, Student Affairs, Management, or related field (required).
- Postgraduate qualification in Higher Education, Student Affairs, Management, or related field (desirable).
- 5+ years of experience in student services, campus operations, or University administration.
- Experience managing staff and leading operational teams.
- Demonstrated experience in student support, student wellbeing, or student experience programs.
- Strong understanding of University operations, student support frameworks, and wellbeing principles.

- Excellent interpersonal and communication skills, with the ability to manage sensitive student issues.
- Proven leadership, staff management, and team development capabilities.
- Strong organisational and operational planning skills.
- Ability to manage crises, resolve conflicts, and apply policies consistently.
- High level of cultural awareness and commitment to diversity and inclusion.
- Strong problem-solving and decision-making ability.

**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.