

POSITION DESCRIPTION

Position Title	Manager, Postgraduate Programs
Band Classification	Band 5
Department	Postgraduate Programs
Location	570 George St, Sydney NSW 2000
Reports to	Executive Director, Postgraduate Programs

The College of Law

As part of the College of Law Group that has a presence across Australia, New Zealand, Asia, England, and Wales, the College of Law is the leading school of professional practice for lawyers in Australia and New Zealand. With a proud legacy of over 100,000 alumni, the College is the largest provider of practice-focused legal education in Australasia, serving legal professionals at every stage of their careers - from aspiring lawyers to seasoned practitioners seeking to specialise or advance their skills.

Founded in New South Wales in 1974, the College has pioneered practical legal training, setting a benchmark in education that emphasises the real-world application of legal principles. Our approach goes beyond theory—providing students with the tools, experiences, and knowledge they need to thrive in a complex and ever-evolving legal landscape. Through a combination of interactive learning, expert instructors, and cutting-edge resources, we ensure that our graduates are well-prepared to meet the demands of the profession.

With a team of over 500 educators and support staff - many of whom are practicing lawyers and seasoned legal professionals - the College delivers exceptional legal education across modern facilities. Our campuses, situated in major central business districts provide students with easy access to a wide range of legal resources and industry networks. We pride ourselves on our strong, ongoing partnerships with law firms, courts, government bodies, and other key players in the legal sector, ensuring that our programs remain closely aligned with industry needs and standards.

Our commitment to quality and excellence has earned us the distinction of being a self-accrediting institution, granted by the Tertiary Education Quality and Standards Agency (TEQSA) in Australia. This accreditation underscores the College's role as a trusted authority in legal education, setting us apart as one of the few non-university providers with such recognition.

Overview of Department

The Postgraduate Programs Department is responsible for the development, growth, management and delivery of the College's portfolio of postgraduate programs. These include Master of Applied Law (Family Law), Master of Laws (Applied Law) with various majors, Master of Legal Business Management, Graduate Diploma of Family Dispute Resolution Practice and various nested awards.

Purpose of Role

The Manager, Postgraduate Programs is responsible for leading and overseeing the effective day-to-day delivery and administration of postgraduate programs, ensuring a high-quality experience for students, adjunct lecturers and key stakeholders.

The role provides operational leadership to the team, translating strategic and organisational priorities into effective processes, practices and outcomes. It is responsible for coordinating program operations, supporting academic delivery and identifying opportunities to improve efficiency, consistency and student experience.

Working closely with the Executive Director, Postgraduate Programs, the Manager, Postgraduate Programs supports the implementation of strategic priorities and initiatives of the Business Unit, provides advice on the operational matters and emerging issues and ensures that activities are delivered in accordance with relevant policies, academic requirements and organisational standards.

Accountabilities

Academic management	Key Accountabilities
	• Ensure high standards of teaching, academic quality and student outcomes through ongoing monitoring and review of student feedback, academic performance and learning outcomes, identifying and implementing opportunities for continuous improvement. • Oversee academic quality assurance processes, including internal and external moderation, identification, onboarding and engagement of appropriate moderators and resolution of issues arising from the moderation activities. • Oversee students' results and academic performance prior to release of marks, including identifying and investigating anomalies and escalating material issues to the Executive Director, Postgraduate Programs and the Director, Academic Quality. • Manage escalated academic matters, including assessment re-mark requests, complaints and grievances, ensuring matters are resolved in a timely, fair and student-centred manner and in accordance with the relevant College's policies and procedures. • Investigate in the first instance academic conduct matters and prepare reports and other documentation for consideration. • Identify and escalate issues relating to subject content, assessment or delivery and support of appropriate remedial and continuous improvement actions. • Actively contribute and/or provide reports to the various academic committees, such as the College's Academic Board, Group Courses Committee, FDRP Practicum Committee and attend Assessment Review Committee, when needed. • In collaboration with the Executive Director, Postgraduate Programs, plan and coordinate academic resourcing requirements for the Postgraduate Programs to support effective subjects delivery. • Oversee key academic completion and graduation processes, including review of graduand lists and completion documentation as well as management of higher-level matters associated with graduation ceremonies.

	• Oversee the coordination of the new student online orientation and ensure accuracy of student and lecturer information in the Support sites. • Support the Executive Director, Postgraduate Programs in the oversight and coordination of subject currency reviews, new program and subject development and other strategic, academic and business improvement initiatives. • In collaboration with the Executive Director, Postgraduate Program manage the scheduling and establishment of the Curriculum Advisory Committees.
Lecturer management	• Research and identify suitable qualified adjunct lecturer candidates to support current and future teaching resourcing requirements • Management of the recruitment, onboarding, induction, training, ongoing engagement with and development of the adjunct lecturers • Act as one of the primary contacts for adjunct lecturers, maintaining regular and effective communication and providing guidance and support in relation to teaching, student and operational matters. • Monitor the quality and effectiveness of adjunct lecturer performance and program delivery, including through the student feedback, lecturer evaluations and other relevant quality indicators. • Identify and manage lecturer performance issues and grievances in consultation with the relevant stakeholders, ensuring concerns are addressed promptly, fairly and in accordance with the relevant policies. • Coordinate and continuously improve lecturer induction and training activities to support high-quality and consistent teaching practice. • Support the development, review and maintenance of online resources, guidance materials and other tools for adjunct lecturers. • Analyse lecturer and student evaluation data, identify trends and areas of improvement and provide timely reporting and recommendations to support continuous improvement in teaching and program delivery. • Foster positive and productive relationships with adjunct lecturers to support engagement, retention and strong connection with the Postgraduate Programs and broader organisation.
Course and curriculum management	• Support the ongoing review and maintenance of subjects and programs to ensure curriculum remains current • Coordinate subject reviews and continuous improvement activities, drawing on student and lecturer feedback and other relevant evidence to identify and implement opportunities for improvement • Support the Executive Director, Postgraduate Programs in the preparation, coordination and submission of documentation required for course accreditation, reaccreditation, course reviews and relevant academic governance and approval processes. • Coordinate the implementation of approved curriculum and content changes working with the relevant stakeholders to ensure changes are effectively communicated and implemented within the required timeframes.
Staff management	• Provide day-to-day leadership and management of the academic team, including Academic Coordinator,

	Postgraduate Programs and adjunct lecturers while fostering a collaborative, accountable and high-performing team culture. • Set clear expectations, priorities and performance objectives for direct report(s), ensuring alignment with the Postgraduate Programs' and organisational priorities • Manage staff performance and development through regular feedback, coaching, performance discussions and identification of professional development opportunities.
Business unit support	• Manage and support the delivery of student and stakeholder engagement events, ensuring alignment with the Postgraduate Programs objectives and a positive participant experience. • Represent the Postgraduate Programs at conferences, industry events and other external forums, building relationships and promoting the Postgraduate Programs. • Identify and recommend opportunities to enhance or expand subject and program offerings, informed by the student demand, industry developments and stakeholder feedback • Contribute to initiatives that support the growth, profile and strategic priorities of the Postgraduate Programs, working collaboratively with the relevant internal and external stakeholders. • In collaboration with the Executive Director, Postgraduate Programs manage yearly subjects offerings, set up and reviews of the information provided to the prospective students through website and course guides. • Contribute to the achievement of Postgraduate Programs' objectives and priorities, including undertaking additional responsibilities and initiatives as required to support the effective operation and development of the Business Unit.

Education /Qualifications

- Essential – Tertiary qualification in education, business, management or another relevant discipline or an equivalent combination of relevant qualifications and professional experience.
- Desirable - Tertiary qualification in law

Experience, Skills and Attributes

- Demonstrated experience in operational and people management, including leading, developing and managing teams to achieve high-quality outcomes and organisational objectives.
- Demonstrated experience in the effective delivery and management of educational programs or services, balancing student needs, academic quality and organisational objectives.
- Experience in academic administration, quality assurance and governance within a higher education, professional education or comparable educational environment.
- Demonstrated ability to exercise sound judgement, analyse complex issues and develop practical and appropriate solutions, including the management and resolution of sensitive or escalated matters.
- Strong project management skills, with demonstrated experience in planning, coordinating and delivering projects and initiatives involving multiple stakeholders and competing priorities.
- Highly developed organisational and time management skills, with the ability to plan, prioritise and manage multiple responsibilities and deliver high-quality outcomes within the required timeframes.
- Strong stakeholder management and relationship-building skills, with the ability to establish and maintain effective working relationships with adjunct lecturing staff, students, senior leaders and internal and external stakeholders.
- Excellent written and verbal communication skills, including the ability to prepare high-quality reports and correspondence, communicate complex information clearly and confidently present to

a range of audiences.

- High level of accuracy and attention to detail, particularly in relation to academic, governance and student-related processes.
- Commitment to continuous improvement, with the ability to identify opportunities to enhance processes, educational delivery and the student and lecturer experience.
- Capacity to undertake domestic and interstate travel as required to support Business Unit operations, stakeholder engagement and organisational initiatives.

Position specific competencies

Company/Business Perspective

Considers the needs and objectives of the business as a whole and is able to focus on priorities beyond his or her own or those of the immediate group.

Development of Self and Others

Demonstrates flexibility in actively seeking to learn new skills and jobs and willingly sharing knowledge and skill with others.

Grasp of Situation

Diligently seeks both reliable data and information from others to reach conclusions and makes decisions on a broad basis of facts and confirmed patterns and trends.

Persistence

Demonstrates discipline in maintaining procedures, standards and schedules until they are improved or discontinued.

Problem Solving

Goes beyond temporary fixes and seeks to grasp what is actually happening with problems, find their causes and prevent the problems from reoccurring.

Process Management

Monitors performance data and visual indicators and uses systematic problem response to control process functioning and assure targeted results.

Behaviour Anchors

The six behaviour anchors underpin the values and behaviours expected of employees of the College

1. Growth and Customer Focus

Recognises that we need to think different in order to grow. Does a superb job for our customers every day in quality, delivery, value & technology. Understands the needs of the organisation and

its customers (internal and external) and undertakes to provide a sound level of service, treating the customer with respect. Has the courage to say 'no'. Interacts with the best interests of the organisation in mind. Supports the vision for growth (end state and how to get there) and works well with others to achieve the end state.

2. Achieves Results

Takes accountability for the achievement of great results. Translates The College's requirements into action. Comfortable in accepting accountability for self. Displays determination to undertake and complete activities. Employee displays adaptability and resilience to complete activities. Motivated and displays initiative. Results focused.

3. Find better ways

Optimises key processes by finding better ways to do things, more efficiently and more effectively in cooperation with others. Is able to recognise where improved performance is required. Is able to communicate why improved performance is required. Demonstrates the ability to plan for improvements. Is able to participate in the design and development of solutions to close any performance gaps. Is able to implement and evaluate the results.

4. College-wide mindset

Views work and opinions from all relevant perspectives and sees The College as an integrated body. Understands when a "best for College" decision needs to be made and supports this. Works against 'silo' thinking and behaviour. Clearly articulates issues. Actively listens. Careful and considered in the use of language and tone.

5. Teaching, Technical and Functional expertise

Being capable and effective in own area of expertise. Employee holds the necessary qualifications in their field. Employee has necessary level of experience and demonstrated competency to operate in their field. Employee is dependable and responsible. Transacts work activity in an ethical, professional and legal manner. Encouraging and supportive.

6. Teamwork

Interacts and collaborates with others to build good, working relationships across The College. Works effectively as a team member supporting their role in the team and other team members. Encourages a greater sense of trust between team members. Is able to identify and work with the team to remove or overcome barriers to the team functioning effectively. Encourages good behaviours and has the ability to recognise where improved performance is required. Recognises that people have different values and opinions which individuals have a right to hold. Is self-aware of the impact of own actions.
