

POSITION DESCRIPTION

IDENTIFICATION

Position Title: Manager Campus Operations
Section: Office of the DVC (RC&GE)
Location: Tonga Campus
Current Incumbent:
Reports To: DVC (RC & GE)
Category: Professional

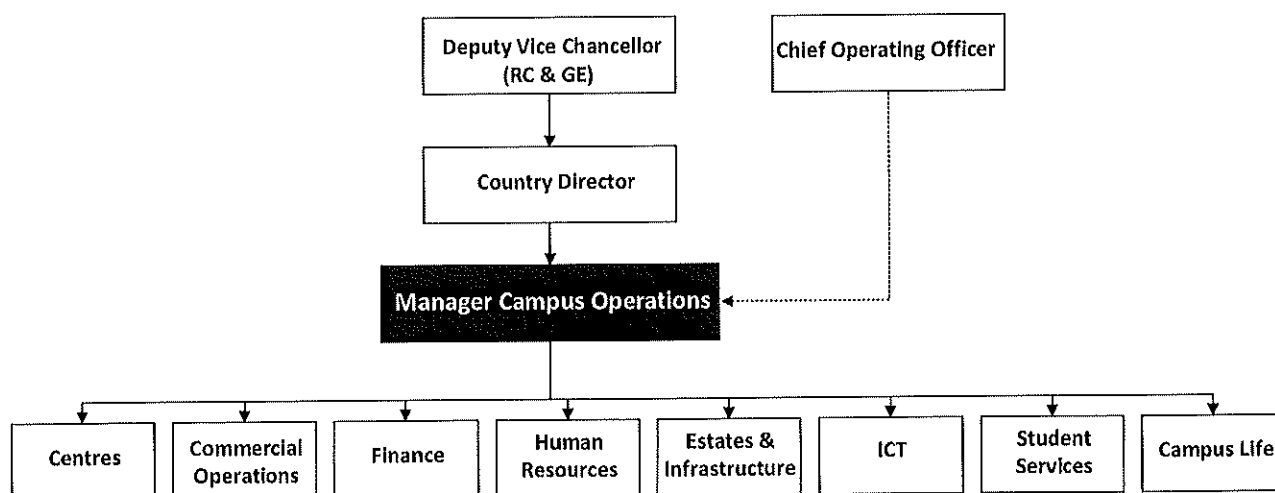
Position Number:
Department: Regional Campuses
Date of substantive appointment:
Supervised by: Country Director
Grade: Level 3

ORGANISATIONAL CONTEXT

The University of the South Pacific (USP) is a premier regional institution uniquely governed by twelve member countries and dedicated to providing high-quality education and enhancing regionally relevant research opportunities to its diverse student body across the Pacific Islands. USP aims to empower individuals and communities through education, fostering sustainable development and regional cooperation. USP's leadership in the Pacific, through academic knowledge, policy advice, and resource-sharing, continues to play a key role in advancing the region as a whole.

The USP Tonga Campus delivers the University's strategic objectives locally and supports Tonga, as a USP Member Country, in the social, economic and cultural development of its students and communities. The Manager Campus Operations will provide administrative leadership, oversee the delivery of student services and support and ensure overall operational efficiency at the Tonga Campus

STRUCTURE



PURPOSE

The Manager Campus Operations leads the full spectrum of operational services at the USP Tonga Campus to deliver USP's strategic plan and foster a campus environment that is safe, inclusive, and responsive to the needs of its students, staff and stakeholders.

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NATURE AND SCOPE

Working under the Office of the Deputy Vice-Chancellor Regional Campuses and Global Engagement (DVC RC&GE), the Manager Campus Operations plays a key role in implementing USP's strategic plan at the campus level. This involves oversight and close collaboration with the respective heads of the key functional areas including Student Administrative Services (SAS), Information and Communications Technology (ICT), Finance, Human Resources, Campus Life, Commercial Operations, and Estates & Infrastructure (E&I).

The Manager Campus Operations also provides oversight for the operations in the Centres, and guidance to the Centre Coordinators, to ensure consistency and quality in the delivery of services and support to their students.

The role supports the Country Director in maintaining strong relationships with internal and external stakeholders to ensure the campus remains responsive to the educational, social, and infrastructural needs of its students, staff and the community. This includes providing secretariat support to the Campus Advisory Committee.

The position is responsible for planning and budget, resource management, student support services, the development of community engagement initiatives, and providing an enabling and conducive campus environment.

Key Responsibilities:

- Responsible for the development and implementation of the Campus operational plans and its alignment to USP's strategic direction.
- Oversee daily operations of SAS, ITS, Finance, Commercial Services, and E&I to ensure quality service delivery.
- Coordinate timely delivery of student services and learning resources with academic and support units.
- Manage campus budgets, monitor expenditures and ensure financial compliance.
- Supervise operational staff and carry out professional development and performance management.
- Maintain campus infrastructure and facilities to meet USP and national OHS laws, accessibility, and sustainability standards.
- Facilitate student engagement activities and promote a positive campus life experience.
- Ensure compliance with USP policies and procedures across all operational areas.
- Contribute to continuous improvement initiatives and customer service excellence.

POSITION DIMENSIONS

Staff Responsible for:

Directly: 8

Indirectly:

Total Level of Costs:

Limits of Authority: Refer to Register of Delegations

Financial:

Non-Financial:

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Key Relationships /Internal and External Contacts:

<p>External</p> <ul style="list-style-type: none"> • Government departments • Advisory Committee • School Principals • External Auditors • Parents, Alumni and learners 	<p>Purpose of Contact</p> <ul style="list-style-type: none"> • Program Coordination • Service Advisory Committee • Marketing & Promotion of USP courses • Financial Audits • Funding & Scholarships
<p>Internal</p> <ul style="list-style-type: none"> • DVC (RC & GE) • COO • Country Director • Heads of Schools & Academic staff • USP Student Association & Federal • HR, Library, Finance, SAS, Marketing, Alumni, CFL, Commercial etc. • Pacific TAFE 	<p>Purpose of contact</p> <ul style="list-style-type: none"> • Strategic guidance and reporting • Coordination on university-wide initiatives and operational matters. • Program and course delivery • Student health, welfare and pastoral care • Feedback on student experience. • Delivery of campus services and support.

KEY RESULT AREAS / KEY ACHIEVEMENT AREAS

<p>Key Result Areas <i>Jobholder is responsible for</i></p>	<p>Performance Measures <i>Jobholder is successful when</i></p>
<p>Operational Coordination</p> <ul style="list-style-type: none"> • Lead campus operations and foster collaboration • Promote culture of accountability and service excellence. • Track key metrics (enrolment, retention, pass rates) • Reports submitted to DVC(RC&GE) and COO 	<ul style="list-style-type: none"> • Delivery of approved Campus Operational Plan & Reports • Operational targets met • Enabling campus environment • Compliance to USP Policies • Improved student outcomes
<p>Management of Student Services</p> <ul style="list-style-type: none"> • Oversee enrolment, orientation, academic counselling, and graduation. • Ensure timely and effective student support. 	<ul style="list-style-type: none"> • Timely delivery of services & support • Positive student experience • Improved student satisfaction
<p>Coordination of Academic Support</p> <ul style="list-style-type: none"> • Liaison with Schools and PTAFE for course delivery (classes, tutorials, assessment) • Monitor availability of learning resources. spaces and on-site/virtual support for students. 	<ul style="list-style-type: none"> • Effective course delivery • Adequate tutorial support • Conducive learning spaces
<p>Maintenance of Infrastructure and Facilities</p> <ul style="list-style-type: none"> • Maintain campus facilities and grounds. • Ensure compliance with safety and accessibility standards. • Plan for infrastructure upgrades and space optimization. 	<ul style="list-style-type: none"> • Facilities meet safety and quality standards • Improved space utilization.

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Financial Management <ul style="list-style-type: none"> • Prepare and monitor campus budgets. • Ensure financial compliance and reporting. • Implement cost-saving and revenue-generating initiatives. 	<ul style="list-style-type: none"> • Budgets submitted on time • Expenses within allocation • Audit recommendations implemented.
Staff Performance and Development <ul style="list-style-type: none"> • Supervise campus staff • Support professional development. • Manage staff performance • Promote a positive and productive work environment. 	<ul style="list-style-type: none"> • Staff performance satisfactory • Training provided • Staff feedback and satisfaction
Maintain Continuous Improvement Cycle <ul style="list-style-type: none"> • Implement service improvement initiatives. • Respond to student and stakeholder feedback. • Maintain active and regular communication in the Campus 	<ul style="list-style-type: none"> • High satisfaction rates • Timely resolution of queries

In addition to the above key result areas, the position holder will assist in any other Campus operational duties as and when required

TERMS & CONDITIONS

Salary: Level 3

Length of Contract: 3 years renewable

Benefits:

POSITION SPECIFICATION

Qualifications and Experience (or equivalent level of learning)

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Applicants must have a degree and a postgraduate qualification from a relevant discipline; with 5 years of relevant experience and proven management expertise 	<ul style="list-style-type: none"> • Extensive work experience in the Pacific region preferably in a tertiary institution.

Key Competencies

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Proven expertise in leading and managing people • Experience in planning and managing budgets, financial operations and reporting; • Extensive experience in facilities and resources management • Strong interpersonal, communication and community engagement skills • Ability to negotiate and manage contractual arrangements and oversee project implementation • Working knowledge of MS Office applications 	<ul style="list-style-type: none"> • Experience in working in a medium to large organisation