

## POSITION DESCRIPTION

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### IDENTIFICATION

**Position Title:** Coordinator Campus Operations  
**Section:** Office of the DVC (RC&GE)  
**Location:** Tuvalu Campus  
**Current Incumbent:**  
**Reports To:** Country Director  
**Category:** Professional

**Position Number:**  
**Department:** Regional Campuses  
**Date of substantive appointment:**  
**Supervised by:** Country Director  
**Grade:** Level 1

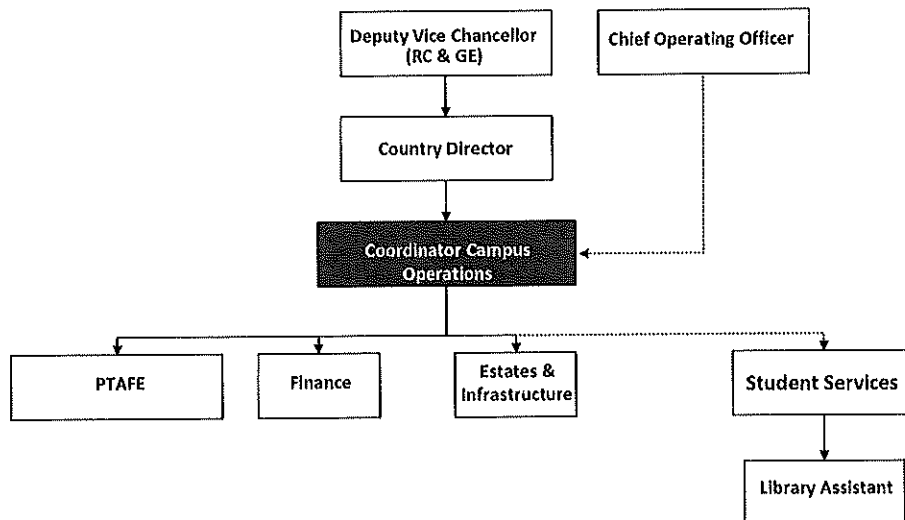
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### ORGANISATIONAL CONTEXT

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

### STRUCTURE



### PURPOSE

The Coordinator Campus Operations coordinates the operational services at the USP Tuvalu 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 Coordinator 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 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 coordination, student support services, community engagement, and providing an enabling and conducive campus environment.

### **Key Responsibilities:**

- Responsible for the development and implementation of the Campus operational plans.
- Oversee delivery of student, ICT, financial, commercial, facilities services and support to ensure quality and satisfaction.
- Coordinate timely delivery of academic support and learning resources
- Manage campus budget, monitor expenditures and ensure financial compliance.
- Supervise operational staff, facilitate professional development and carry out 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: 3

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:

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

### KEY RESULT AREAS / KEY ACHIEVEMENT AREAS

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

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

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 1 (AUD 34,491.66 – 42,253.76)

Length of Contract: 3 years renewable

Benefits: Any other benefits as per USP policies and ordinances

**POSITION SPECIFICATION**

**Qualifications and Experience (or equivalent level of learning)**

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> <li>• Applicants must have a degree; with 3 years of relevant experience and management expertise</li> </ul>	<ul style="list-style-type: none"> <li>• postgraduate qualification in a relevant discipline</li> <li>• Extensive work experience in the Pacific region preferably in a tertiary institution.</li> </ul>

**Key Competencies**

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

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### Personal Qualities

The appointee should be a team player, change-oriented, has strong attention to detail, results focused, committed to the organization, and a person of integrity

### APPROVAL

Supervisor Name:

Supervisor's Signature:

Date:

Staff Name:

Staff ID:

Staff Signature:

Date:

