



Job Description

Position Title	Manager
Department/School	Campus Life and Welfare Development
Reports to	Pro Vice-Chancellor Corporate (PVCC)
Supervises	Campus Life Officer, Student Welfare Officer, Sport Coordinator, councillors, Residential staff, Student Engagement assistant
Position Level	Band 6(GSS)
Purpose Of the Role	The Manager provides strategic and operational leadership to enhance overall student experience, covering welfare services, campus engagement, residential life, sports programs, and wellbeing initiatives.
Detailed Roles & Responsibilities	
Service Delivery	• Lead in overseeing clubs, associations, and extracurricular activities. • Lead in developing policy guidelines for campus activities. • Lead in providing advisory and counselling services in the welfare team. • Lead the management of the implementation of sports development plans. • Lead the oversight of emergency response coordination. • Build partnerships with NGOs and agencies.
Quality	• Lead to ensure compliance with university and national standards. • Lead in developing and submitting quarterly and annual reports. • Lead in creating safe and inclusive living environments. • Manage confidentiality and compliance with welfare standards.

Team work	• Lead team meetings, assign responsibilities, and evaluate performance. • Lead in building strong relationships with student organisations, university departments, and external partners. • Lead and manage shared responsibility and innovative problem-solving. • Foster a collaborative campus environment that benefits students, staff, and faculty
Administration	• Lead in providing high-level administrative and operational support • Participate in institutional committees or working groups • Lead the development of regular reports on campus activities, student engagement metrics, and program outcomes for university leadership. • Lead and manage the enforcement of campus policies related to student conduct and event organisation.
Qualification & Experience	Master's or Postgraduate degree in a relevant discipline: Education, Student Affairs, Event Management, Business Administration, Psychology, or related fields Minimum 5 years' experience in student affairs or related work. • Experience in a tertiary institution. • Training in counselling or mediation • Leadership and people management. • Communication and interpersonal skills. • Integrity and professionalism. • Crisis and complaint handling. • Program and project management.

Key Deliverables	• Efficient and effective service delivery outcomes • Contribution to organisational goals and initiatives • Quality reports, documentation, and administrative outputs • Demonstrated support to team performance and development • Successful coordination of projects or operational activities
Key Selection Criteria (KSC)	1. Service Delivery & Operational Excellence • Demonstrated ability to manage and deliver high-quality services • Strong organisational skills with attention to detail • Ability to improve systems and processes 2. Coordination & Leadership • Experience in supervising or mentoring staff • Ability to coordinate tasks, projects, or functions effectively • Initiative and problem-solving capability 3. Communication & Stakeholder Engagement • Strong written and verbal communication skills • Ability to engage with internal and external stakeholders • Good interpersonal and relationship management skills 4. Teamwork & Collaboration • Proven ability to work collaboratively in a team environment • Contribution to team planning and organisational initiatives • Willingness to support broader institutional activities

	5. Professionalism & Work Ethic • Ability to manage workload and meet deadlines • High level of integrity, professionalism, and accountability • Commitment to continuous improvement and learning • Demonstrated professionalism and ethical conduct
Compliance	• Adhere to SINU policies, OHS, and Code of Conduct • Support quality assurance and accreditation requirements
Terms and conditions	This position is offered on a fixed-term contract of five (5) Years, Subject to performance review and renewal in accordance with university Policies Annual Salary Range: \$ 152,926.88 -\$ 163,827.49 Annual Leave Entitlement: 20 working days Annual Gratuity: 15% of annual basic salary (paid bi- annually) Housing: A 15% housing allowance of basic salary and/or access to university rental policy schemes
	SECTION H - APPROVAL (Business use only) <i>This Job Description is approved on the basis that I believe it accurately reflects the requirements of the position and will assist the SINU to achieve its Strategic objectives:</i>  Aruana Runimetu 01/09/2026 Director Human Resources (ag) Date-Approved Additional Comments: