

Position Title: Campus Operations Lead	Business Unit: Student Operations
Reports To: Student Experience Manager	Direct Reports: No
Employment Type: Full Time or Fixed term	Classification: Level 4 – Education Services (Post Secondary Education) Award 2020
Budget: N/A	Location: An assigned Collarts Campus

Purpose of the Role

The Campus Operations Lead plays a vital role in ensuring the effective operation of Collarts campuses while delivering exceptional frontline customer service. This role requires professionalism in interactions with the broader Collarts community and sensitivity when handling confidential matters. Guided by the Student Experience Manager, Campus Operations Lead’s proactively address daily enquiries and provide administrative support to maintain smooth campus operations.

On a daily basis, Campus Operations Lead’s will oversee a busy service cycle across three trimesters, working closely with all departments to ensure campuses are accessible, welcoming, and aligned with Collarts' values of curiosity, kindness and connection. They represent the Collarts brand in all forms of communication and seek opportunities to improve efficiency and impact. We are committed to being experience-rich and materials-light and this role plays a key part in the student experience.

Collaboration with the Student Experience, Student Engagement, and Property & Assets teams, as well as academic leaders, is essential to support a seamless student journey.

This role is based at one of the Collarts campuses in Collingwood or Fitzroy, which will serve as the assigned workplace. This assigned campus may change to better suit Collarts’ developing needs and goals.

Strategic Goals the role contributes to the success of achieving

- We will better prepare students for study** with foundation courses that build capacity, capability and confidence. Our student support will be world-class, adapting to the needs of our diverse cohorts. We will partner with students to codesign an outstanding student experience.
- We will launch an alumni program** that connects our graduates, providing a launchpad that accelerates careers. We will help our graduates thrive in the world and stay skilled ahead of rapid industry transformations.
- We will lay the groundwork for a consolidated campus footprint** from 2028, bringing staff and students together for a one-Collarts campus experience. We will continue to invest in both online and on-campus infrastructure, mindful of our commitment to be experience-rich and materials light.
- We will be relentless in our pursuit of seamless, efficient ways of working**, leaving creativity for the classroom. Our operations roadmap and financial plan will focus on taking the effort out of administration and delivering improved, sustainable margins.

Key Outcomes

Under the direction of the Student Experience Manager and in collaboration with the Student Operations, Student Experience and the Property and Assets Team, the Campus Operations Lead will deliver the following outcomes:

- Improve and maintain students' first impressions and campus experiences
- Enhance customer service and student engagement through campus initiatives
- Ensure the campus operates efficiently and remains accessible
- Report and rectify maintenance needs with the Property and Assets Team

Key Accountabilities

The following accountabilities are not exhaustive, and others may be included as directed and in alignment with the role classification level.

Stakeholder management

- Actively communicate team efforts to campus staff, fostering strong and collegial relationships.
- Welcome and assist visitors, responding to face-to-face, phone, and email queries to create a positive and lasting first impression.
- Triage and resolve Level 1 / 2 student cases or requests, ensuring timely and effective solutions.
- Build and maintain an effective network of internal and external stakeholders to support customer engagement and retention.
- Follow reception and front-of-house processes in alignment with defined policies and standards.
- Collaborate with the Campus Academic Lead and Support Services to deliver a seamless student experience.
- Provide general support to students, including room bookings, equipment assistance, and basic timetable or enrolment queries.
- Agency in developing Campus activations to engage and retain students

Campus Leadership

- Develop and coordinate training materials and activities for campus staff.
- Foster a positive organisational culture with collaborative decision-making, knowledge-sharing, and collegial relationships.
- Serve as an escalation point for resolving a range of day-to-day matters.
- Contribute to workforce planning and the enhancement of business processes to improve data integrity, efficiency, and self-management tools for students.
- Devise, test, and implement initiatives to enhance student retention, engagement, and support, informed by student feedback to ensure accessibility and relevance
- Coordinate the pick up and delivery of equipment for repairs and student needs.

Facilities Management

- Support campus events, including preparation and setup.
- Collaborate with Property and Assets staff to coordinate repairs and maintenance with external providers, ensuring timely completion.
- Ensure campuses are clean and well-prepared for key events like Open Days and Orientation.
- Monitor and manage the restocking of essential supplies to support daily operations.

Onsite Accountabilities

- Act as a Fire Warden and first aid responder, ensuring compliance with government requirements, including training and equipment checks.
- Follow and maintain opening procedures and report health and safety concerns to the WHS officer.
- Maintain a working knowledge of campus-specific equipment and record critical incidents when required.
- Uphold workplace policies, consumer protection, and anti-discrimination legislation.
- Manage competing deadlines, maintain confidentiality, and ensure professional conduct during peak times.

Selection competencies

Essential competencies

- A minimum of Diploma level qualification with subsequent relevant experience
- Minimum 2 years in a similar office management or customer service position
- A strong customer service focus with the ability to provide friendly, professional, and responsive service to students, and staff
- Excellent planning skills, the ability to multi-task and stay organised with great attention to detail
- A proven ability to work autonomously and demonstrate initiative and confidence in the completion of tasks
- Ability to quickly build relationships with people at all levels of the organisation
- The ability to obtain and successfully hold a Working with Children Check

Desireable competencies

- Experience in managing large volumes of customer inquiries in a timely manner
- Competent in the use of data bases, particularly CRM and Student Information systems
- Procurement experience and stock management experience

Our Collarts Values

All employees are required to conduct themselves in accordance with the Code of Conduct and associated Human Resources policies and uphold Collarts core values of:

CURIOSITY Play, have fun, try new things, experiment, adapt and learn. Accept ambiguity and uncertainty. Embrace nuance and complexity. Ask questions and be open minded.

KINDNESS Get to know people, be gentle and respectful. Ask for help and help others. Be generous, humble and compassionate. Make kindness the currency of authentic relationships.

CONNECTION Share information freely, listen deeply and be honest. Invite people in. Build trust. Find collaborators who yearn for the same things. Have faith in the power of the team.

COURAGE Take risks. Be ambitious and determined. Find your voice: speak up and be vulnerable. Persevere. Practise progress over perfection. Make failure a step towards success.

MASTERY Immerse in the creative process. Find your thing: show grit in the face of struggle. Hone your craft and artistry. Challenge yourself in the relentless pursuit of excellence.