

CECOS UNIVERSITY JOB DESCRIPTION

Position Title	Manager, OSA
Department	Office of Student Affairs (OSA)
Reporting Relationship	Dean OSA

Position Description: The Manager, Office of Student Affairs (OSA) is responsible for providing strategic direction, leadership, and oversight for all student-related programs and services aimed at enhancing the student experience at CECOS University. The role encompasses planning, developing, and executing initiatives that foster student engagement, wellbeing, discipline, and personal development. The incumbent ensures effective implementation of student policies, coordination of student support systems, and alignment of student affairs functions with the University's vision and regulatory standards (HEC, PCP, etc.).

The position demands a proactive leader capable of managing complex administrative processes, supervising multidisciplinary teams, and collaborating across departments to promote a vibrant, inclusive, and student-centered campus environment.

Required Qualification, Experience and Skills

Qualifications	• Master's degree (18 years of education) in Education, Student Affairs, Psychology, Social Sciences, Business Administration, Engineering, or any other relevant field. • Additional certifications in counseling, higher education management, or event administration will be considered an advantage. • Strong understanding of university operations, student engagement strategies, and policy implementation processes within an academic environment.
Minimum experience	• At least 7 years of progressively responsible experience in student affairs, higher education management, or academic administration, including at least 3 years in a supervisory or managerial role. • Demonstrated experience in policy formulation, student discipline, leadership development, and large-scale event coordination at the university level.

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)

<i>S#</i>	<i>Competency</i>	<i>Criticality (High / Low / Medium)</i>
1.	Leadership, team management, and decision-making abilities	High

2.	Strong communication, negotiation, and conflict-resolution skills	High
3.	In-depth understanding of student support systems and regulatory frameworks (HEC, PCP, etc.)	High
4.	Excellent organizational and project management skills	High
5.	Data-driven approach to problem-solving and student performance monitoring	Medium
6.	Proficiency in MS Office, ERP, and student information systems	High

Personal Attributes

- High emotional intelligence, empathy, and cultural sensitivity.
- Integrity and discretion in handling sensitive student matters.
- Resilience under pressure and ability to manage crises effectively.
- A collaborative, student-centered, and service-oriented mindset.

ROLES & RESPONSIBILITIES

Strategic Leadership & Policy Implementation

- Formulate, review, and implement student affairs policies, procedures, and regulations.
- Provide strategic direction for all OSA functions, ensuring compliance with institutional and regulatory requirements.
- Serve as the primary advisor to senior management on student development, engagement, and wellbeing matters.

Student Development & Engagement

- Design and oversee comprehensive programs to promote leadership, volunteerism, and personal growth among students.
- Supervise student clubs, societies, and representative bodies, ensuring alignment with university standards and values.
- Lead the organization of student orientation, leadership retreats, and flagship university events.

Student Support & Counseling Services

- Oversee the provision of counseling and advisory services for students, addressing academic, behavioral, and personal issues.
- Establish protocols for crisis intervention, student discipline, and grievance redressal.
- Ensure an inclusive, respectful, and supportive environment for all students.

Financial Oversight & Student Welfare

- Supervise fee-related communications, defaulter management, and financial assistance programs in coordination with Finance.
- Monitor scholarships, stipends, and student aid allocations.
- Ensure transparency and accountability in financial dealings with students and parents.

Data Management, Reporting & Institutional Compliance

- Oversee maintenance of accurate student records and performance data.
- Prepare periodic reports on student demographics, retention, engagement, and disciplinary actions.
- Liaise with accreditation and regulatory bodies to ensure compliance with relevant standards.

Operational & Administrative Management

- Supervise daily operations of the OSA, including scheduling, correspondence, and document management.
- Lead and mentor the OSA team, ensuring effective task delegation and performance evaluation.
- Develop annual work plans and departmental KPIs aligned with institutional goals.

Collaboration & Representation

- Serve as a liaison between the OSA and other academic, administrative, and external stakeholders.
- Represent the University in student affairs-related meetings, workshops, and external events.
- Collaborate with Career Services, Counseling Units, and Academic Departments for holistic student support.

Event Management & Institutional Culture

- Lead planning and execution of major university events such as convocation, student fairs, and cultural or sports activities.
- Promote an inclusive campus culture that reflects CECOS's values of integrity, innovation, and community engagement.

Other Duties

- Perform any other responsibilities assigned by the Dean, Student Affairs, Vice President, or Competent Authority in line with institutional needs.