

Concurrent Session I
Wednesday 2 September
10.15am – 11.05am

TEMG
Leading
Locally
Competing
Globally



30 Aug – 2 Sep 2015

Novotel North Beach Wollongong



Session 2

Going Global: Leading Locally, Leveraging Serendipity and Snowballing.

Carroll Graham

University of Technology Sydney

Carroll Graham has nearly two decades of experience in higher education management and is the Association Secretary for the Association of Tertiary Education Management. Carroll has worked in four different universities in NSW across a range of student services, faculty and research institute management. In 2013, Carroll completed her doctorate investigating how professional staff contribute to student outcomes. Based at the University of Technology Sydney, Carroll now provides consulting services to higher education, as well as continuing her research into the work of professional staff. Over the last 5 years, Carroll has extended her network internationally, primarily with UK higher education administrators and managers.

In 2014 I was awarded the \$7,500 ATEM Ian Chubb Career Development Grant. This prestigious award is named for Ian Chubb AC, the third Patron of ATEM, former Vice-Chancellor of Flinders University and the Australian National University, and currently Australia's Chief Scientist. The purpose of this grant is to provide a unique opportunity for members to undertake an intensive period of professional development. Recipients are typically at the stage of their career where the grant enables them to enhance their career development and their professional standing. Furthermore, it is expected that grant recipients will align their development program with ATEM's Capability Statement and impart their learning to members through contributing to the Association and its strategic directions.

My presentation responds to the latter requirement: imparting my learning to ATEM members. Building on my local leadership, the Ian Chubb Career Development Grant gave me the opportunity to 'go global', by supporting my research project at the University of Chester in the UK. This research applied the innovative framework and methodology that I had developed for my doctoral case study in Australia, the investigation of contributions of professional staff to student outcomes, to this UK context. This research project entailed travelling to the UK to conduct interviews during April-May 2015, which led to serendipitous snowballing of opportunities.

In my presentation, I will focus on the learnings gained, the opportunities made, and the connections forged, through this project and my broader involvement with ATEM and our UK partner organisation, the AUA (Association of University Administrators). Learnings include my journey through the grant process, experiences in the UK, and developing contacts with professional staff in the UK. By making the most of serendipitous snowballing — that is, one happy coincidence leading to another — I was invited to keynote at the University College London (UCL) Teaching Administrator Network, where I made new contacts with other UK professional staff. This grant provided me with so many amazing opportunities; will you consider applying in the next round?