

Position Description

Senior Manager, Student Conduct & Investigations

Position No:	New
Business Unit:	Student Conduct and Investigations
Division:	Deputy Vice Chancellor (Students)
Department:	Student Conduct and Investigations
Classification Level:	HEO10
Employment Type:	Full-time, Continuing
Campus Location:	Melbourne (Bundoora)
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

The Senior Manager, Student Conduct & Investigations is responsible for oversight for Student Conduct investigations and case management of behavioural concerns from staff and students. This role requires senior legal and investigative expertise to oversee that investigative practices comply with relevant legal, policy and other regulatory requirements. This role will manage investigation and Triage Staff and provide ongoing guidance to University staff who are parties to investigations. This role will also be responsible for reporting on activity, trends, and outcomes, and inform policy development about student conduct investigation and drive continuous improvement in University investigative and behavioural management processes.

Duties at this level will include:

- Lead the design and management of triage, referral and investigation processes relating to complex conduct matters in accordance with regulatory frameworks and University Policies and processes.
- Supervision, guidance and management of student conduct staff performance, including the oversight of complex conduct investigations and administration of career success.
- Provide formal briefings to Senior Executive staff about the potential risks and appropriate management of complex conduct matters.
- Manage the recording and reporting of conduct information for regulatory compliance and continuous improvement purposes, including responsibility for the delivery of analytical reports, the student conduct annual report.
- Lead the continuous improvement of conduct processes, and provide advice to inform the review and development of relevant policy.
- Manage the allocation and referral of conduct matters to General Misconduct Officers and administer the selection and training of University General Misconduct Officers.
- Approval of formal conduct correspondence, including requests for submissions, outcome letters, reasons documents, closure and referral documents, briefing notes, reports and other formal documentation.
- Lead stakeholder relationships with Senior Executive staff across all areas of the university, including Student Wellbeing, Security, Legal Services, and external providers and authorities.
- Lead the conduct team in best practice compliance with professional standards and regulatory instruments, including legislation, TEQSA and ESOS requirements, and University policies and processes.
- Lead the development of policies and processes relevant to student conduct, student complaints and appeals functions.
- Other relevant management duties as directed by Deputy Director, Conduct & Investigations.

Essential Criteria

Skills and knowledge required for the position

- Experience and expertise in the management of significant human and material resources, or postgraduate qualifications and extensive relevant experience, or experience and expertise in the provision of strategic policy advice affecting the direction of the University, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Demonstrated high level of theoretical and applied knowledge in professional area of expertise.
- Demonstrated ability to take responsibility for achievement of objectives and programs affecting a significant organisational area at Faculty level or equivalent.
- Excellent interpersonal skills and demonstrated experience in liaising with staff at all levels of an organisation, negotiating effective outcomes, consultation and facilitation of group discussions.

- Proven ability to deal with concepts, decisions and complex information or situations in an efficient and effective manner. Capable, agile, flexible and patient with process, and the ideas of others.
- Extensive professional experience conducting and managing complex conduct investigations within a legal environment or regulatory framework.
- Demonstrated ability and experience in managing complex complaint and investigation processes within a regulatory environment, including the ability to guide others in performing legal or investigative tasks.
- Highly developed communication skills and demonstrated capacity to establish and maintain sound working relationships internally and externally; to communicate effectively on a range of sensitive and problem solve complex issues with diverse stakeholders.
- Development of policy, processes and operational improvements, and contribution to the strategic direction of the Student Conduct & Investigations Unit.
- Experience in maintaining and handling comprehensive confidential information, adhering to secure record keeping requirements.
- Expert Knowledge and experience in leading teams within relevant legislative and regulatory frameworks, and demonstrated understanding of the principles of equal opportunity, procedural fairness, and Occupational Health and Safety law as they relate to University investigations.

Capabilities required to be successful in the position

- Demonstrated commitment to reflective practice and self-development, identifying and challenging own biases, responding to others with empathy and evaluating the way own behaviour impacts team culture and performance.
- Ability to work collaboratively across functions, tailor communication in a way that is meaningful to the audience and contribute to a safe, inclusive, high-performing culture – consistently modelling accountability, connectedness, innovation and care.
- Demonstrated creative, critical and systems thinking – generating ideas and recommending solutions to local and organisational problems.
- Ability to operationalise strategy, adapt quickly to disruption and actively contribute to a healthy team culture to successfully navigate change – implementing improvements to local and organisational practice.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- *We are **Connected**:* We connect to the world outside — the students and communities we serve, both locally and globally.
- *We are **Innovative**:* We tackle the big issues of our time to transform the lives of our students and society.
- *We are **Accountable**:* We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- *We **Care**:* We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: Date: