Position Description

Manager, Academic Services

Position No:	NEW
Business Unit:	Deputy Vice-Chancellor (Academic)
Division:	Student Administration
Department:	Academic Services
Classification Level:	HEO9
Employment Type:	Full-time, Ongoing
Campus Location:	
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

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

Position Description

The Student Administration Division provides a broad range of services to a diverse community of students, staff and visitors of the University. The division supports students through the entire student lifecycle, from application to graduation. Our mission is to provide access to the life-changing opportunities of higher education and continue to attract students from all walks of life, while consistently delivering an outstanding student experience. We influence student outcomes by providing excellent service to our academic colleagues. The Student Administration Division has a strong collaborative framework and consists of the following functions:

- Student Administration Support for Academic Divisions
- Business Systems and Improvement

The Academic Services team works across Student Administration by providing consulting and specialist support to resolve more complex student issues; curriculum management, special consideration, results, fees, government reporting, progressions, graduations, scheduling, exams and academic support and stakeholder engagement.

This role has the responsibility to work across large volume and high pressure activities, including any manual amendments to student study plans; the management of academic results, progression and curriculum administration. The incumbent will be required to work across the student administration portfolio and be strongly engaged with the academic community, regions, partners and the college division. The incumbent is expected to have strong interpersonal skills with a strong ethos around collaboration.

Intercampus travel will be required from time to time.

Duties at this level:

- Management and related oversight of appropriate systems underpinning the student and staff experience (e.g. enabling platforms), that are relevant to the success of the role.
- Line management responsibility for a team of Senior Officers, Coordinators and Business Partners.
- Manages staff performing a related set of functions, usually with distinct areas of expertise; including the allocation of responsibilities, review of performance, training and development of staff and development or oversight of program procedures, priorities and quality control systems.
- Operational responsibility for staff delivering significant administrative or professional services, including the provision of advice on procedures, systems, priorities and budgets for the function concerned to more senior managers.
- Accountability for the Business Partnering Department's partnership with a cohort of Schools, including the effective stewardship of the relationship; responsibility to influence key stakeholders; and, responsibility for embedding standard processes to support the success of our Academic Divisions.
- Performs tasks requiring the integration of substantial theoretical (or policy) and professional knowledge to manage significant programs, or develop, review or evaluate significant policies, programs or initiatives.
- Independently relates existing policy to work assignments or rethinks the way a specific body of knowledge is applied in order to solve problems.
- Identifies trends, strengths, weaknesses, opportunities and risks in the Business Partnering Department that may have an impact on the University local team or division, to enable appropriate and timely action to be administered.
- Actively leads work with colleagues in the Business Support and Improvement Department to enhance work processes. Develops and defines proposals for changes in and the formulation of University, local team or division policy, to consistently improve quality and effectiveness

of service provision.
- Will have scope to reset priorities or resources within overall program objectives.
- Negotiates solutions where a range of interests have to be accommodated, often requiring working with contributors with different areas of expertise.
- Evaluates existing service provision, keeping abreast of feedback and broader developments in the external market place, to ensure appropriate developments and innovative solutions are proposed that consistently enhance and maximise service quality, efficiency and continuity.
- Responsible for program development and implementation. Provides strategic support and advice to schools or colleges requiring integration of a range of University policies and external requirements, and an ability to achieve objectives operating within complex organisation structures.
- Makes policy recommendations to others and implements programs involving major change which may impact on other areas of the institution's operations.
- Develop and enable the capability of staff within the work area by monitoring and continuously managing their performance and mentor them to better meet current and future role requirements. In doing this, provide staff with constructive feedback and support for high quality performance contributions.

Key Selection Criteria:

- A degree, extensive management expertise and supporting experience, or postgraduate qualifications and extensive relevant experience, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Demonstrated ability to develop and implement innovative policies and practices in pursuit of continuous improvement.
- Demonstrated management and leadership skills with experience in managing and leading staff to promote a cohesive and effective team and managing workflows.
- Demonstrated high level of self-motivation and personal management skills.
- Demonstrated ability to form a detailed knowledge of academic and administrative policies and the interrelationships between a range of policies and activities.
- Strong interpersonal skills including ability to negotiate, motivate, influence and build relationships.
- Proven experience and success in managing staff performance and development.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to

diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

For Human Resource Use Only

Initials: Date: