



Position Description

Associate Director, Service Business Development

Position No:	50019526
Department:	Procurement and Business Services
School:	
Campus/Location:	Bundoora
Classification:	ESMC1
Employment Type:	Fixed Term Contract 3 -5 years, Full Time
Position Supervisor: Number:	Director, Strategic Procurement and Business Services 50144967
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

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

Position Description

Associate Director, Service Business Management

Position Context

The Service Business Development unit provides contractual oversight across a suite of third-party providers, with the primary pursuit of driving service quality, and strategic revenue growth for La Trobe. Portfolios include accommodation, university wide catering, external conferencing and other related business operations for La Trobe.

The Associate Director, Service Business Development is responsible for overseeing a specialist business development team and assumes a high-level stakeholder interface to support commercial optimisation and risk mitigation across complex settings. The role has responsibility for contract budgetary management of approximately \$25million p.a.

Key areas of accountability for the Director, Commercial Management include:

- Adopt a planned and considered strategic management approach in advising on the vision of on-campus accommodation, catering, conferencing and related third party commercial partnerships to help inform the business strategy for the University. Translate this into a sustainable strategic direction.
- Apply intellect and knowledge to assess complex information with specialist knowledge, identifying critical factors and issues. Work effectively when considering options to make sound decisions under pressure. Utilise lateral thinking and identify and implement innovative solutions.
- Respond flexibly to changing circumstances, identifying optimum approaches including resource allocation and cross-functional ways of working. Foster a flexible and supportive environment to enable others to meet changing demands.
- Apply financial acumen for contractual oversight of a significant budget (with P&L management) to identify and drive commercial performance and significantly increase revenue opportunities for La Trobe.
- Provide senior leadership liaison for the Commercial Management Unit, acting as an interface with internal stakeholders (especially in the I&O, IS, Finance and Students portfolios) and external tertiary and commercial operators.
- As a subject matter expert in the commercial unit, actively participate in sectoral and other professional forums and build relationships with key leaders in the University and commercial sectors locally, nationally, and internationally to the advantage of the University.

Role Conditions

- Significant inter-campus travel is required.
- The Associate Director, Service Business Development is on standby for the whole of the Accommodation precincts. Any variation to this arrangement, or substitution of anyone else, must be approved in writing at least 48 hours prior to the time of effect.

For Human Resource Use Only

Initials: xx Date: July 2021

Key Selection Criteria:

- Demonstrated experience and expertise in the oversight of significant human and material resources, 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. Commonly have further degree qualifications.
- Demonstrated stakeholder interface with third party providers with specialist expertise derived from a senior level student accommodation and contract management role.
- Exemplary leadership ability to communicate the University's vision and strategic direction, with a performance orientated culture and driving accountability.
- Demonstrated ability to work with complexity and ambiguity, showing tenacity and resilience in striving for goals and in seeking creative, innovative and sustainable long-term solutions to support the University's Strategic Plan.
- Clear ability and track record in collaborating with other divisions and external partners to drive strategic objectives.
- Ability to support shared purpose through excellent interpersonal skills, thinking strategically and harnessing information to reinforce future vision. Capacity to identify clear priorities, using wisdom, judgement and common-sense.
- Strong leadership skills including the ability to negotiate, motivate, influence and build relationships across all levels of the University.
- Demonstrated understanding and commitment to principles and practices of OH&S, privacy, integrity and equal opportunity.

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.

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.