

Position Description

Business Partner

Position No:	New
Business Unit:	Student Administration – Academic Services
Division:	Deputy Vice Chancellor (Students)
Department:	Student Administration – Academic Services
Classification Level:	HEO7
Employment Type:	Full-time, Continuing
Campus Location:	Bendigo
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

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

Organisational Context

This position is within the Students Portfolio. The Students Portfolio brings together all the student facing services, ensuring we provide a seamless end to end student facing service. We are committed to providing an outstanding experience for students and clear support for staff. We work in close partnership with our stakeholders (students, staff, industry and community) across the Portfolio to provide excellent service. To achieve this objective, we place students and academics at the center of everything we do.

The Students Portfolio consists of the following Divisions:

- Advising and Success
- Indigenous Strategy and Education
- Student Equity
- Student Administration
- Student Complaints and Appeals
- Student Health and Wellbeing

Student Administration

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:

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

Business Partners

The Business Partners 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.

Position Context

Reporting to the Senior Manager, Business Partnering, the Business Partner will contribute to the coordination of student lifecycle functions and workflows related to the Academic Services team. The incumbent will be responsible for working closely with peers and teams across the university to ensure a consistent approach to customer service delivery and consistent application of transactional activities and associated procedures. Key to the success of this role will be effective partnerships with colleagues in our Academic Divisions.

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

Student Administration staff are required to employ and maintain a professional, positive and solution orientated approach across all work practices and daily interactions.

Intercampus travel will be required from time to time.

Duties at this level will include:

- Responsible for partnering with colleagues in our Academic Divisions to support the development and implementation of standard processes across the institution.
- Collaborate with colleagues within the Business Partnering Department and Student Administration Division to ensure effective processes are in place for transactional activities that support students and academics.
- Support continuous efforts to improve processes and frameworks across the Business Partnering Department's remit.
- Supports the Senior/Manager, Business Partnering, with coordination of workflows and implementation of processes.
- Provides advice to staff at higher levels on program objectives, organisational structures and budget expenditure.
- Provides consultancy to our Academic Divisions to support the establishment and implementation of standard processes that underpin academic activities. May be recognised within or outside a Faculty or equivalent as the expert in a specialised area of theoretical, policy or technical complexity.
- Exercises a detailed knowledge of the interrelationships between a range of diverse policies and activities.
- Independently monitors, reviews and develops procedures in own functional area.
- Negotiates solutions where a range of interests must be accommodated, often requiring working with contributors with different areas of expertise.
- Develops proposals or recommendations which coordinate the interests of separate work units or contributors around a particular program, function or objective and shares some accountability for the decisions taken, without normally being responsible for final authorization.

Essential Criteria**Skills and knowledge required for the position**

- An undergraduate degree in any area relevant to the position with at least 4 years subsequent experience; or extensive experience and management expertise; or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Excellent interpersonal skills, especially the capacity to work collaboratively and cooperatively in small teams.
- Demonstrated organisation and problem-solving skills, with an ability to manage several different projects concurrently.
- Demonstrated skills in research, evaluation or interpretation of data.
- Demonstrated ability to form a detailed knowledge of academic and administrative policies and the interrelationships between a range of policies and activities.
- Demonstrated ability to manage multiple stakeholders to achieve stated outcomes.

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.

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Initials: Date: