

Position Description

Senior Officer, Course Administration

Position No:	50148164
Business Unit:	Deputy Vice Chancellor (Education)
Division:	Quality and Standards
Department:	Course Management
Classification:	Higher Education Officer (HEO) 6
Employment Type:	Full-Time, Fixed Term
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 Description

Position Context/Purpose

This position will provide expert advice for course management systems and support institutional course governance processes for courses and subjects. This role is responsible for maintaining the professional accreditation register in liaison with Schools, transition cohort analysis within the context of course revision processes, administrative support for course and subject governance processes in close liaison with Course Management Advisors and Student Administration. This position supports the day to day management of CourseLoop and the Handbook and facilitates course and subject data for a range of institutional quality and compliance processes.

Duties at this level will include:

- Applies theoretical (or policy) and technical knowledge to design, review, develop or test complex equipment, systems or procedures.
- Performs tasks/assignments which require proficiency in the work area's existing rules, regulations, processes and techniques and how they interact with other related functions, and adapts those procedures and techniques as required to achieve objectives without impacting on other areas.
- Advises on the analysis and interpretation of data, identify trends and test solutions, sources additional related information where appropriate, and reports on progress, to support the resolution of issues/problems.
- Applies appropriate expertise and uses judgement to make decisions where solutions are not obvious, to deliver professional services to meet customer requirements.
- Generates original ideas and innovative solutions through the provision of specialist know how and advice as appropriate.
- Acts as an escalation point and provides advice on technical or specialist enquiries.
- Applies appropriate knowledge and expertise in course and subject data, including administration of professional accreditation information, to monitor, analyse, and provide high-level institution-wide reporting for governance and regulatory purposes.
- Applies specialist knowledge and expertise in the analysis Student Information System data to identify and document transition mapping requirements for complex course changes at the cohort and individual student level.
- Contributes to systemic audits and enhancement of course and subject management practices and processes under the direction of the Senior Coordinator, Course Administration.
- Provides support and advice for data management to Course Management Advisors as required.
- Applies highly developed excel skills to create, maintain, analyse and report on course and subject data to support monitoring, review and continuous improvement activities.
- Supports the day to day administration of CourseLoop and the Handbook, including enhancement development, testing & implementation, resource development & maintenance, mailbox management, issue investigation & resolution and ad-hoc training.
- Undertakes other duties as directed by the Senior Coordinator, Course Administration, commensurate with the scope and level of the position.

Essential Criteria

Skills and knowledge required for the position:

- A Degree with subsequent relevant experience to consolidate the theories and principles learned, or extensive experience, leading to either the development of specialist expertise or to the development of broad knowledge, in technical or administrative fields, or an equivalent alternate combination of relevant knowledge, training and/or experience.

- Demonstrated depth or breadth of expertise developed through extensive relevant experience and application.
- Demonstrated ability to gain a conceptual understanding of relevant policies, procedures or systems and interpretation in the application of policy and/or precedent.
- Ability to innovate and take responsibility for outcomes.
- Demonstrated ability to set priorities and monitor workflows within own area of responsibility.
- Demonstrated experience managing the activities of self and/or others including coaching, motivation and performance management.
- Demonstrated experience and expertise in the management of quality course and subject data and governance concepts and practices.
- Demonstrated ability to analyse student progression data and clear understanding of transition requirements at the cohort and individual student level.
- Highly developed interpersonal and communication skills with proven ability to engage effectively with academic and administrative staff on complex course administration matters.
- Proven initiative and problem-solving skills and ability to work independently to quickly extract the priority issues and take action without specific direction where appropriate.
- Excellent organisational and time management skills with proven ability to manage multiple tasks and re-adjust workload priorities to meet conflicting deadlines.
- Demonstrated high level proficiency and experience in course management system including: CourseLoop, Microsoft suite software, databases and a demonstrated ability to adapt to new IT environments.

Capabilities required to be successful in the position

- Ability to demonstrate self-awareness, see things from another person's perspective and actively seek out and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, recognise the value of diversity and model accountability, connectedness, innovation and care.
- Ability to think creatively, explore new ideas and respectfully challenge existing practices in order to improve current ways of working.
- Ability to implement improvements to local processes.

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:

Accountable: *We are accountable for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.*

Connected: *We are connected to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.*

Innovative: *We are innovative in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.*

Care: *We care about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.*

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Initials: Date: