

Position Description

Associate Director, Business Applications

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| Position No: | New |
| Business Unit: | Chief Operating Officer (COO) |
| Division: | Information Systems |
| Department: | Enterprise Services |
| Classification Level: | ESMC1 |
| Employment Type: | Full-Time |
| Campus Location: | Location Independent |
| 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 Associate Director, Business Applications role at La Trobe University is a senior executive position within the Enterprise Services function. Reporting directly to the Director of Enterprise Services, this role is pivotal in the management and optimisation of critical business applications that underpin the university's operations and support its strategic objectives. The incumbent will lead a multidisciplinary team responsible for the oversight and enhancement of various systems including T1 Student Management, StudyLink, InPlace, TimeEdit, Allocate+, Exam Scheduler, CourseLoop, Echo360, TurnItIn, Moodle, Turnitin, LMS Admin, and Oracle RightNow. The primary purpose of this role is to provide strategic direction, leadership, and management oversight to ensure the effective delivery, integration, and support of these applications, particularly focusing on Front Office systems.

Duties at this level will include:

Strategic Leadership and Direction

- Develop and implement a strategic roadmap for the management and optimisation of business applications, aligning with the university's goals and industry best practices.
- Provide visionary leadership to the team, fostering a culture of innovation, collaboration, and continuous improvement.
- Collaborate with senior stakeholders to understand business requirements and translate them into actionable plans and initiatives.

Team Management and Development

- Lead and manage a diverse team across four streams: Scheduling & Partnership Systems, Student Management Systems, Student Systems, and Learning and Teaching Systems.
- Set clear goals, expectations, and performance metrics for each stream, ensuring alignment with university objectives.
- Provide guidance, support, and professional development opportunities to team members to enhance their capabilities and drive performance excellence.

Business Application Management and Optimisation

- Oversee the lifecycle management of Front Office applications, including selection, implementation, integration, and ongoing support.
- Ensure the reliability, security, and scalability of business applications to meet the needs of university staff and stakeholders.
- Drive continuous improvement initiatives to enhance the functionality, usability, and performance of business applications.

Stakeholder Engagement and Collaboration

- Build and maintain strategic partnerships with vendors, industry partners, and peer institutions to leverage best practices and emerging technologies.
- Represent the university in relevant forums, conferences, and industry associations to stay informed of trends and developments.
- Collaborate with internal departments, business units, and external partners to identify opportunities for innovation and collaboration.

Risk Management and Compliance

- Identify and mitigate risks associated with business applications, ensuring compliance with relevant laws, regulations, and industry standards.
- Conduct regular assessments and audits to evaluate the effectiveness of controls and processes related to business application management.
- Implement measures to address any identified risks or deficiencies and ensure ongoing compliance.

Strategic Planning and Budget Management

- Develop and manage budgets, resource allocation, and expenditure related to business application management activities.
- Ensure effective utilisation of resources and alignment with strategic priorities and objectives.
- Monitor and report on financial performance and variances, making recommendations for adjustments as necessary.

Essential Criteria

Skills and knowledge required for the position

- Proven experience in managing and optimising business applications, particularly Front Office systems, in a complex organisational environment.
- Strong knowledge of enterprise application architecture, integration methodologies, and IT service management practices.
- Familiarity with relevant technologies and platforms, including but not limited to ERP systems, CRM systems, and business intelligence tools
- Excellent leadership and management skills, with the ability to inspire and motivate teams towards achieving strategic objectives.
- Superior communication and stakeholder management skills, with the ability to engage effectively with diverse stakeholders at all levels.
- Strategic thinking and problem-solving abilities, with a track record of driving innovation and delivering results.
- Ability to direct, lead and control the work of other managers. Extensive knowledge and skills and many years of relevant experience in the Australian University sector, or a breadth of professional experience in industry; would commonly have achieved second- or further-degree level qualifications.

Capabilities required to be successful in the position

- **Leadership:** Ability to provide visionary leadership and direction to the team, fostering a culture of excellence and innovation.
- **Strategic Thinking:** Capability to develop and execute strategic plans that align with university goals and industry trends.
- **Team Management:** Strong people management skills to lead and develop a high-performing team.
- **Communication:** Clear and effective communication skills to articulate complex concepts and engage stakeholders across the organisation.
- **Collaboration:** Ability to collaborate effectively with internal and external stakeholders to achieve shared objectives.
- **Problem-Solving:** Aptitude for identifying challenges and developing creative solutions to address them.
- **Continuous Improvement:** Commitment to continuous learning and improvement, driving innovation and excellence in business application management.

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

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:

WE ARE 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.

WE ARE 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.

WE ARE 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.

WE 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.

For Human Resource Use Only

Initials:

Date: