

Position Description

Co-ordinator, Service and Administration

Position No:	New
Business Unit:	Facilities, Assets and Services
Division:	Infrastructure and Operations
Department:	Facilities, Assets and Services
Classification Level:	HEO6
Employment Type:	Full-time, Continuing
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 Context/Purpose

The Co-ordinator, Service and Administration will coordinate a range of Infrastructure and Operations (I&O) Service Desk functions.

Duties at this level will include:

- Work at this level may require the ability to investigate, interpret or evaluate information where considerable interpretation of existing regulations, policies or procedures is required.
- 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.
- Ensures professional and quality service standards are maintained and applied within own area of activity.
- Sets priorities and monitors work flows and systems within an area of responsibility (i.e., for own position and for a team or section if applicable).
- 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.
- Coordinate 'front desk' services, on-line and telephone customer support, administration of work requests, keys / access and car parking administration. This includes having an understanding of contractor performance (associated with operational excellence targets, financial targets, safety standards, and customer satisfaction) in alignment with the I&O service catalogue.
- Coordinate the response and completion of work requests to ensure adequate communication, advance notification and timely access.
- Coordinate the delivery of administrative support of the I&O Work Request Management System.
- This position has University wide responsibilities and is required to travel to other campuses and sites.
- Other duties as directed, commensurate with the scope and classification of the position.

Essential Criteria

Skills and knowledge required for the position

- 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.
- Proven experience and success in managing staff performance and development.
- Ability to coordinate staff and develop collaborative teams to deliver programs of work.
- Basic facilities knowledge e.g. security, maintenance, cleaning and landscaping.

Capabilities required to be successful in the position

- Ability to work collaboratively, recognise the value of diversity and model accountability, connectedness, innovation and care.
- Ability to implement improvements to local processes.
- Ability to enable a safe, inclusive, high-performing team culture, prioritising staff mental health and wellbeing.
- Ability to build a culture of continuous improvement, implementing ideas generated by team members.

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.
- Current Victorian driver licence with 'Car' listed under licence type.

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: