

## Position Description

### Coordinator, Graduation and Events

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<b>Position No:</b>	50133307
<b>Business Unit:</b>	Deputy Vice-Chancellor (Students)
<b>Division:</b>	Student Experience
<b>Department:</b>	Student Engagement & Employability (Graduations)
<b>Classification Level:</b>	HEO6
<b>Employment Type:</b>	Full-Time, Continuing
<b>Campus Location:</b>	Melbourne
<b>Other Benefits:</b>	<a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a>

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

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## **Position Context/Purpose**

The Coordinator Student Events & Graduation oversees the planning, delivery and execution of graduation and other related events and in line with departmental priorities. Accountabilities for this role may include the development and application of business rules and timelines to support planning, event & guest experience design, liaising with sub-contractors and suppliers, managing resource allocation, contributing to copy writing and script management, ceremonial protocol awareness and application, venue scoping and liaison, event evaluation and process improvement and supporting the overall guest and stakeholder experience of the graduations program. The role will be a central point of organisation and quality control to produce structured, resource efficient and guest-centred events and activations and will provide expert advice on the application of the University's style guide and industry best practice.

## **Duties at this level will include:**

- Discretion to innovate within own function and take responsibility for outcomes; designs, develops and tests complex systems and procedures.
- Undertakes planning involving resources use and develop proposals for resource allocation.
- 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.
- Applies appropriate expertise and uses judgement to make decisions where solutions are not obvious, to deliver professional services to meet customer requirements.
- Ensures professional and quality service standards are maintained and applied within own area of activity.
- May be considered as the "specialist" in a specific area gained through a detailed understanding of the theory, practice and/or principles underpinning their particular field of work.
- Provides influential input to policy or systems development on the basis of expertise in the operational aspects of current systems and their impact.

## **Specific Accountability**

- Applies specialist knowledge to design, review, and develop event and ceremony-based materials, systems or procedures. This includes knowledge related to complex event management including stakeholder communications and management, risk management, sub-contractor engagement and management, guest experience, ceremonial protocol and event evaluation, gained through a detailed understanding of the theory, practice and/or principles underpinning the field of event management.

- Stakeholder and partner support and capacity building to ensure institutional event standards are consistent to ensure an optimal guest experience.
- Supports process and program improvement by actively utilising and analysing guest and stakeholder feedback.

## **Essential Criteria**

### **Skills and knowledge required for the position**

- Degree with subsequent relevant experience in the field of event management and/or marketing or extensive experience, leading to either the development of specialist expertise or to the development of broad knowledge in an administrative field, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Excellent professional event management skills including experience in adhering to established institutional standards, protocol, good attention to detail and time management.
- High level communication and interpersonal skills, including the ability to develop effective and positive working relationships with colleagues, students, sub-contractors and other stakeholders.
- Demonstrated awareness of mapping and managing guest experience within an event so as to meet expectation of all stakeholders and in accordance with industry best practice.
- Demonstrated ability to set priorities and monitor workflows within own area of responsibility.
- Demonstrated organisation and problem-solving skills, with an ability to manage several different projects concurrently.
- 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 including proactive commitment to process and product improvement.

### **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 think creatively, explore new ideas and respectfully challenge existing practices to improve current ways of working.
- Ability to implement improvements to local processes.
- 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.

## 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.

## 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.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you'll always have the opportunity to succeed and make a difference.

## La Trobe's Cultural Qualities:



### 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 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 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: