

Position Description

Manager, Student Systems

Position No:	New
Business Unit:	Chief Operating Officer (COO)
Division:	Information Systems
Department:	Enterprise Services
Classification Level:	HEO9
Employment Type:	Full-Time, Continuing
Campus Location:	Campus 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 Manager, Student Systems, will also provide technical leadership in collaboration with the Information Services (IS) delivery and enablement teams, ensuring successful implementation and support of student management systems. The role requires project management knowledge to oversee the execution of key projects, ensuring alignment with the university's objectives and policies while effectively managing stakeholder engagement across various departments.

Duties at this level will include:

Technical Leadership:

- Lead the technical roadmap for student management systems, coordinating with IS delivery and enablement teams.
- Ensure systems are scalable, reliable, and aligned with university-wide technology standards and policies.
- Provide expert guidance on integrating student management systems with other university platforms.

Project Management:

- Oversee end-to-end project management for system implementations and upgrades, ensuring milestones and deliverables are met.
- Collaborate with cross-functional teams to identify technical requirements, risks, and mitigation strategies.
- Monitor project timelines and resource allocations, reporting progress to senior leadership and stakeholders.

Policy Development and Review:

- Conceptualise, develop, and review major professional, management, and administrative policies at the corporate level.
- Identify trends, strengths, weaknesses, opportunities, and risks in student management systems, enabling appropriate and timely action and reporting.

Resource Management and Performance Evaluation:

- Independently allocate resources within established constraints, overseeing diverse functions, and setting and reviewing long-term performance criteria and objectives.
- Review performance and services, comparing them to best practices, identifying areas for improvement, and implementing changes impacting various University operations.

Stakeholder Engagement and Representation:

- Serve as the primary liaison between university stakeholders and IS teams to align system functionalities with academic and administrative needs.
- Lead consultation with academic departments, ensuring that student system enhancements meet both educational and operational requirements.

People Management and Development:

- Develop, motivate, and mentor staff within the work area, enhancing their capability to meet current and future requirements.
- Continuously monitor and manage staff performance, providing constructive feedback and support for high-quality contributions.

Essential Criteria

Skills and knowledge required for the position

- Extensive experience in technical leadership, including system design, implementation, and integration within large-scale student management systems.
- Strong project management skills with a proven ability to lead complex, multi-stakeholder projects in a higher education setting.
- Demonstrated ability to collaborate effectively with both technical teams (e.g., IS delivery and enablement) and non-technical stakeholders across the university.
- Proficiency in system analysis, requirements gathering, and project management.
- Strong understanding of system integration, data management, and reporting tools.
- Excellent strategic planning and policy development skills.
- Strong analytical and problem-solving abilities.
- Proven ability to manage and develop a high-performing team.
- A degree, extensive management expertise and supporting experience, or postgraduate qualifications and extensive relevant experience, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Demonstrated experience working with and influencing senior management.
- Demonstrated experience managing and controlling budgets/resources/funding and an understanding of financial management procedures.
- Demonstrated experience developing innovative solutions and contributing to strategic planning.
- Proven experience and success in managing staff performance and development.

Capabilities required to be successful in the position

- Strategic thinking and the ability to shape and drive the direction of student systems.
- Strong leadership and people management skills.
- Ability to manage complex projects and meet deadlines.
- High-level negotiation and representation skills.

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: