

## Position Description

### Program Co-ordinator

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<b>Position No:</b>	New
<b>Department:</b>	Projects and Business Transformation Office
<b>School:</b>	Information Services
<b>Campus/Location:</b>	Melbourne
<b>Classification:</b>	Higher Education Officer Level 7 (HEO7)
<b>Employment Type:</b>	Fixed-term, Full-time (12 months)
<b>Position Supervisor:</b>	Portfolio Manager
<b>Number:</b>	50111745
<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>

Research Office - <http://www.latrobe.edu.au/researchers/research-office>

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**For enquiries only contact:**

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# Position Description

## Position Context

"As trusted digital thought leaders we connect and enable the University Community to advance learning, teaching and research"

With the University Community at the centre of everything we do, Information Services (IS) is focused on creating and sustaining an innovative information technology culture as one dynamic team. IS consistently engages with our customers delivering value through service performance, continuous improvement and transformational project-based outcomes. The La Trobe Cultural Qualities of being innovative, accountable, connected and caring are fundamental to engaging and empowering our people.

The Projects and Business Transformation Office, residing within Information Services, supports and enables the delivery of business change initiatives, programs and projects that form a critical part of the La Trobe University and Digital Strategies. The office provides frameworks, processes, governance and resources for the successful delivery of programs, projects and change; and provides visibility and requisite reporting to the Information Services, Senior Executive Group and University senior management of the program and project activity governed within the Projects and Business Transformation Office.

The Portfolio Management team administers the portfolio of projects within the IS capital budget and Senior Executive Group (SEG) sponsored initiatives. It provides support and facilitation of all projects through the required governance.

This role will support the Student Systems Transformation Program and initiatives in the Digital Roadmap with the Program Director and Project Managers to achieve the specifically scoped and defined measurable results to the University; and will work closely with key program leaders such as senior staff in the University and Information Services.

## Duties and level of responsibility include, but are not limited to:

- Support to Program Director with HR and Finance processes including resource planning, onboarding/offboarding staff and reporting; and program scheduling
- Coordinating support for the Finance (financial management, project accounting and procurement), HR, IS and University operations in the delivery of the program, with alignment of PBTO and University processes.
- Coordination and quality assurance of project information for project reporting and PSC administration
- Maintaining efficient project administration procedures and processes; and including continuously and proactively identifying process improvement opportunities, communicating and implementing changes.
- Provision of advice and support to Project Managers on procedures, project management and monitoring tools, including MS Project.
- Generate original ideas and innovative solutions through the provision of specialist know how and advice as appropriate.
- Ensure appropriate records are managed, monitored and maintained and reporting requirements met.
- Review Policies and Procedures relevant to the portfolio and provide expert advice of required changes.
- Coordination of the program risk management plan.
- Understanding the whole of University context and supporting the project in executing assigned initiatives, taking the needs of others into account.
- Role modelling the La Trobe values and Cultural Qualities, holding themselves and others accountable for demonstrating targeted behaviours.
- Improving own professional capability and expertise through appropriate

development and/or professional activities in alignment with La Trobe's Career Success framework.

- Offers support to the team in times of high pressure, seeking assistance as required.
- Contributes to determining team or individual workflow and activity scheduling in order to meet targets.
- Responding flexibly to changing circumstances.
- Ensuring that divisional processes, practices and standards are adhered to when executing assigned activities.
- Communicates clearly and ensures information pertaining to performance, risks and issues is communicated to leadership when outside the influence of own role.
- Instituting personal reflection and evaluation practices to drive a continuous model of personal improvement.
- Continually review and improve processes within own work area and within the scope of the role.
- Interacting with all stakeholders including managers, peers, team members and colleagues as customers, as defined within the University Customer Service Charter.
- Undertake other general duties as required, that are commensurate with the level of the role.

#### **Key Selection Criteria:**

- Ability to develop innovative methodologies or take a leading role in the application of proven techniques involving considerable theoretical and technical sophistication.
- Experience with Microsoft Project software, other PPM tools, MS Visio, MS Teams and MS Excel
- A degree in a related discipline to the position with subsequent relevant work experience; or work experience and domain expertise; or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Proven ability to apply theoretical knowledge or expertise to bring together diverse (and sometimes conflicting) information to solve problems.
- Demonstrated organisation, problem solving and negotiation skills, with an ability to coordinate several different streams of work concurrently and take a proactive role in applying proven techniques to solve problems affecting the division and more broadly the University.
- Demonstrated high level of self-motivation and personal management skills.
- Excellent written and oral communication and interpersonal skills, especially the capacity to work collaboratively and cooperatively in small teams and ability to develop excellent working relationships with colleagues, students and other stakeholders.

#### **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.

## 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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For Human Resource Use

Only Initials:      Date: