

Position Description

Officer, Program Support and Administration

Position No:	50034383
Department:	Student Services and Administration
School:	Student Wellbeing
Campus/Location:	Melbourne (Bundoora)
Classification:	Higher Education Officer Level 4 (HEO4)
Employment Type:	Continuing, Part time (0.6 FTE)
Position Supervisor:	Coordinator, Program Support and Administration
Number:	50110481
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

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

Student Wellbeing – <http://latrobe.edu.au/wellbeing>

For enquiries only contact:

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Position Description

Officer, Program Support and Administration

The Student Wellbeing unit provides a range of strategic, service and program outcomes to the University across specialist counselling, disability, equality, diversity, inclusion and wellbeing functions. This unit delivers high quality, consistent and equitable services to address the emotional, psychological and physical welfare of University students. The Student Wellbeing unit operates as a multi-campus team and, as such, travel to other campuses may be required from time to time.

The Officer, Program Support & Administration reports to the Team Leader, Program Support & Administration.

The Program Support & Administration team is a multi-campus team that provides support across the Unit in a range of functions, including but not limited to:

- Local reception duties
- Operational, program strategic and reporting support
- Administration

Working hours:

Monday – Thursday: 11:00am – 2:30pm (3.5 hours)

Friday: 9:00am – 5:00pm (7 hours)

Duties at this level may include:

- Provide reception support to Counselling team including scheduling appointments, advice and referrals to students via face to face, email and telephone
- Maintain accurate and up-to-date records, maintain and update websites, understand and develop capability around relevant university systems
- Provide cross functional team support and coverage to Equity and Diversity as and when required
- Contributes to local procedures and systems. May perform tasks, or make recommendations for decisions, requiring the interpretation of a set of relatively straightforward rules, guidelines, manuals or technical procedures.
- Performs duties that include using a range of information technology software applications to assist with job assignments.
- Attends meetings to support/represent School/Division/Department/Sub unit activities.
- Resolves issues/problems/queries independently and provides advice on routine matters to ensure that efficient, day-to-day customer service is delivered.
- Maintains and improves operational efficiency and quality of service of own area through improvements in procedures and processes.
- Undertake other duties as required by the Team Leader, Program Support and Administration relevant to the operation of the team and Student Wellbeing Unit

Key Selection Criteria

- Completion of a Diploma level qualification with relevant work related experience; or completion of a Certificate IV with relevant work experience or an equivalent combination of relevant experience or on the job training.
- In administrative positions, provide factual advice which requires proficiency in work area rules and regulations.
- Effective written and verbal communication skills.
- Quality, appropriateness and timeliness of advice in response to enquiries from internal and external stakeholders.

- Ability to organise own and other's activities to meet objectives.
- Ability to contribute to procedures and systems within the work area.
- Ability to use a range of information technology software applications (name example)
- A positive attitude to work and willingness to learn.

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.

For Human Resource Use Only

Initials: Date: