

**Position Description**

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| **Senior Officer, Student Administration (Shepparton)** | |
| **Position No:** | 50033550 |
| **Organisation Unit:** | Student Services and Administration |
| **Campus/Location:** | Shepparton |
| **Classification:** | Higher Education Officer Level 5 (HEO5) |
| **Employment Type:** | Continuing, Full-Time |
| **Position Supervisor : Number:**  **Reports positions: level:** | Senior Coordinator, Campus Operations (Shepparton)  50031007  0 reports |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits> |

Further information about:

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

Jobs at La Trobe - <http://www.latrobe.edu.au/jobs>

## For enquiries only contact:

Trudy Stevenson, Senior Coordinator, Campus Operations (ASSC) TEL: 58208632

# Senior Officer, Student Administration (Shepparton)

## Position Context

This position is part of the Student Services and Administration Division which comprises Student Administration, Service Businesses, Counselling and Equality & Diversity. The position is within the Student Administration portfolio which is responsible for the management of the student lifecycle administrative functions including admissions, enrolment, fees, results and progression, timetabling, student systems and graduations; and for delivering customer service to students and other clients such as academic staff and external stakeholders. The portfolio works across both academic Colleges and all campuses of the University, and is focused on delivering services efficiently and providing excellent customer service to students, staff and other stakeholders.

Reporting to the Senior Coordinator, Campus Operations this position is responsible for the delivery of excellent customer service and effective administration in addition to supporting academic activities across the campus. The incumbent will undertake a variety of functions which are specified in the annual performance plan

Intercampus travel may be required from time to time.

## Key Areas of Accountabilities

* Promptly and professionally investigate and resolve student enquires and transactions using comprehensive knowledge and information database systems to ensure timely and accurate information is conveyed to customers
* Supporting admissions, advanced standing, enrolment, orientation, results, progression, assessment and graduation event activities for all student cohorts on Campus.
* Work collaboratively with colleagues across the Portfolio and the University to ensure that administration across the student lifecycle is delivered in an efficient and seamless manner.
* Proactively develop, maintain and apply a through and expert working knowledge of business related information including courses, policies and procedures and ensure all university regulatory and procedural requirements are met.
* Participate as a member of the Campus wide Administration team and contribute to reviewing and maintaining operational processes and developing systems to continually improve work processes.

* + Provide executive support for the Head of Campus and Senior Coordinator, Campus Operations (Shepparton) as required.
  + Process information and student related transactions, providing factual advice, ensuring the confidentiality, security and integrity of information is maintained in line with university and legislative requirements.
  + Effectively operate across a range of IT applications and service platforms which include face to face counter work, email, telephone, web-based FAQs, inquiry systems, student and customer management systems. Ensuring the accuracy of information and management system is maintained.

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## Key Selection Criteria ESSENTIAL

* Completion of a degree without subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
* Demonstrated ability to deliver high quality customer service, prioritise customer requirements and an ability to liaise with a diverse client base.
* Demonstrated ability to provide general direction to other staff.
* Demonstrated ability to provide interpretation, advice and decisions based on policies, procedures and systems. .
* Excellent written and oral communication and interpersonal skills, including the ability to develop excellent working relationships with, colleagues, students and other stakeholders.
* Demonstrated capacity to organise work effectively and efficiently and deliver outputs in a timely manner.
* Demonstrated ability to work independently, follow established procedures with limited supervision and contribute positively to an effective team.
* High level proficiency in computer software packages including word processing, spreadsheets, databases, electronic mail, and the use of the internet as a research tool.

## 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, procedure and legislative or regulatory obligations; including but not limited to TESQA and the Higher Education Threshold Standards

## La Trobe Cultural Qualities

## Our culture qualities underpin everything we do. As we work towards realizing 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 – 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 a high 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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