

Position Description

Student Support Coordinator (La Trobe Online)

Position No:	50142738
Department:	Student Services and Administration
School:	La Trobe Online
Campus/Location:	Melbourne (Bundoora)
Classification:	Higher Education Officer Level 7 (HEO7)
Employment Type:	Full-time, Fixed Term
Position Supervisor: Number:	Manager, Online Operations 50142736
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

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

School of – <http://latrobe.edu.au/>

For enquiries only contact:

, TEL: Email: @latrobe.edu.au

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Position Context

This position sits in the Student Administration portfolio within the Student Services and Administration Division, with a matrix reporting line into La Trobe Online as appropriate. The Student Services and Administration Division comprises Student Administration, Service Businesses, Counselling and Equity and Diversity.

The Student Administration portfolio 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.

La Trobe Online is an exciting new model for La Trobe's online education offering, in order to achieve strong growth and inclusive excellence. The project will involve all major areas of the University. A substantial component will be directed towards the development of fully online courses and improvement of all aspects of the online environments, including the student experience across the entire student life-cycle.

The position will be a member of the centralised Student Support team who operate within La Trobe Online and offer consolidated end-to-end support for future and existing online students in accordance with the La Trobe Online Student Experience Framework. Online study targets a different market of students who require a greater degree of flexibility to the traditional face-to-face students.

The Online Student Support Coordinator will ensure that the provision of student advice and associated activities supports students at all stages of the student lifecycle, facilitating independence and self-direction, improving student engagement and aiding successful student outcomes. The position is also responsible for identifying environmental conditions that may influence student satisfaction and academic achievement, and for proposing and implementing improvement strategies to increase student satisfaction, achievement and associated retention.

The Student Support Coordinator reports to the Manager, Online Operations.

Duties may include:

- Maintain detailed knowledge of the courses and subjects offered through La Trobe Online, relevant Government requirements, University and La Trobe Online policy and procedures related to all student groups, and utilise effective communication strategies to provide proactive support to retain students throughout their online lifecycle.
- Maintain close working relationships with Client Services, Student Operations, Ask La Trobe, the School of Business, College Education and the associated network of student support services, to coordinate and improve advisory activities, ensure seamless referral processes are employed across units, and maintain accurate and consistent information collection and dissemination processes.
- Develop and support student orientation and retention initiatives including Discover La Trobe Online.
- Effectively operate across a range of IT applications and service platforms including email and telephone enquiries, web-based FAQ's, the La Trobe Online website, content management system and student and customer management systems
- Provide timely and accurate information and advice to students, via phone, email, virtual environments (and where applicable face to face consultation) and support them to identify appropriate solutions to ensure that they can achieve their aspirations and meet their personal educational goals with La Trobe Online

- Provide expert advice on complex student issues using developed knowledge in a University environment in the context of an assessment of student needs, circumstances and options and with reference to their individual circumstances. Taking responsibility for a student issues and following through to resolution.
- Manage the support team members taking into account staff areas of expertise and capability to operate independently. Undertake the allocation of responsibilities, review of performance, training and development, motivation and mentoring to ensure the capability to meet the current and future support requirements for La Trobe Online
- Take responsibility for student support operational activity, including the student support staff, and provide advice on systems and procedures
- Represent the La Trobe Online Online Student Support team in university meetings.
- Develop and implement effective communication strategies such as briefings, online resources, FAQs and presentations for student support and retention in collaboration with key La Trobe Online and University stakeholders
- Ensure appropriate records are managed, monitored and maintained, including rigorous maintenance of the CRM, to provide an optimal student experience and facilitate reporting on the support provided, student needs and preferences
- Undertake and supervise support data collection, compilation and reporting to ensure that established SLA's are met in line with business goals and objectives
- Compile statistical and forecasting reports for La Trobe Online and La Trobe University purposes.

Key Selection Criteria:

- Degree with subsequent relevant experience or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Demonstrated ability to gain a conceptual understanding of relevant policies, procedures or systems and interpretation in the application of policy and/or precedent.
- Demonstrated excellent written and oral communication and interpersonal skills, including including the ability to draft correspondence and reports, deal tactfully with a diverse range of backgrounds, develop excellent working relationships with, colleagues, students and other stakeholders.
- Demonstrated management and leadership skills with successful experience in managing workflows and managing and leading staff to promote a cohesive and effective team.
- Highly developed interpersonal skills, including the capacity to work collaboratively and cooperatively in small teams.
- Demonstrated ability to gain a conceptual understanding of relevant policies, procedures or systems and interpretation in the application of policy and/or precedent.
- Demonstrated excellence in customer service skills.
- Demonstrated ability to innovate and take responsibility for outcomes.
- Demonstrated experience managing the activities of self and/or others including coaching, motivation and performance management.
- Demonstrated high level of self-motivation and personal management skills.
- Demonstrated ability to be proactive and take initiative, particularly in regards to continuous improvement.
- Proven analytical and problem solving capability.

Desirable:

- Prior experience in a higher education sector
- Extensive experience using Student information systems or Customer information systems

Other job related information

- The incumbent will be required to work flexible hours
- There may be peak periods of work during which the taking of leave may be restricted
- Out of hours work (including evenings, weekends and public holidays) may be required

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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Initials: Date: