

**Position Description**

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| **Senior Officer, Student Operations and Improvement** | |
| **Position No:** | 50142723 |
| **Organisation Unit:** | Student Services and Administration |
| **Campus/Location:** | Melbourne (Bundoora) |
| **Classification:** | Higher Education Officer Level 5 (HEO5) |
| **Employment Type:** | Full-time, Fixed term |
| **Position Supervisor :**  **Number:**  **Reports positions: level:** | Coordinator, Student Operations and Improvement (Admissions and Enrolment)  50013454  N/A |
| **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>

**Position Description**

# Senior Officer, Student Operations and Improvement

## 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, special consideration, 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.

This position reports to the Coordinator, Student Operations and Improvement (Admissions and Enrolment focus) and works as part of a team responsible for the implementation and execution of administrative processes that support the Student Operations and Improvement Team within the University.

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.

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## Key Areas of Accountabilities

* Undertake a broad range of administrative functions across the range of processes and procedures and facilitate the implementation of business processes and procedures associated with the Student Operations and Improvement Team.
* Act as the first point of contact for all student and staff enquiries and assist with the resolution of enquiries that require decision making by applying a thorough knowledge of a complex set of rules, activities or procedures to individual cases.
* Apply expertise and provide interpretation, advice and decisions on rules and entitlements associated within the responsibility of the work area.
* Liaise with internal and external stakeholders and assist with the timely publication of accurate information
* Develop, create and maintain documentation associated with administrative and business processes for the Student Operations and Improvement Team, for the review of senior staff.
* Work collaboratively with colleagues across the portfolio and the University to ensure administration across the student lifecycle is delivered in an efficient and seamless manner.
* Provide excellent customer service to students, staff and the community, which may require assisting the Student Experience team across the Student Administration portfolio during peak periods and at other times as required.

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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 capacity to organise work effectively and efficiently, prioritise tasks and deliver outputs in a timely manner.
* Demonstrated ability to deliver high quality customer services, prioritise customer requirements and an ability to liaise with a diverse customer base.
* Demonstrated ability to work in a multi-functional team environment and contribute positively to an effective team.
* Excellent written and oral communication and interpersonal skills, including the ability to develop and maintain excellent working relationships with colleagues, internal stakeholders and external providers.
* High level proficiency in computer software packages, including word processing, spreadsheets, databases, electronic mail and the internet, and the ability to maintain a high level of accuracy in administrative functions including data entry and document proofing.

## DESIRABLE

* + Experience in central student administration in the Higher Education sector
  + Knowledge of university student administration systems

**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 Resources Use only

Initials: Date: