

**Position Description**

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| **Senior Officer, Campus Administration (Mildura)** | |
| **Position No:** | New |
| **Organisation Unit:** | Student Services and Administration |
| **Campus/Location:** | Mildura |
| **Classification:** | Higher Education Officer Level 5 (HEO5) |
| **Employment Type:** | Continuing, Full-time |
| **Position Supervisor :**  **Number:**  **Reports positions: level:** | Senior Co-ordinator, Campus Operations  50005089  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>

**Position Description**

# Senior Officer, Campus Administration (Mildura)

## 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 Senior Co-ordinator, Campus Operations working as part of a team responsible for the implementation and execution of administrative processes that support the Student Administration and Operations 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 processes and procedures and facilitate the implementation of business processes and procedures associated with the Student Services and Administration Unit and Mildura Campus, including support for the Head of Campus and Senior Coordinator, Campus Operations (Mildura).
* 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 enquiries by providing excellent customer service to students, staff and the community, using high level written and oral communications and interpersonal skills able to develop and maintain excellent working relationships.
* Create, develop and maintain documentation associated with administrative and business processes for the Student Services and Administration Unit and Mildura Campus team.
* 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.

**Position Description**

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| **Senior Officer, Student Operations and Improvement** |

## 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 organize work effectively and efficiently, prioritize tasks and deliver outputs in a timely manner.
* Demonstrated ability to deliver high quality customer services, prioritize customer requirements and an ability to liaise with a diverse customer base providing interpretation, advice and decisions based on policies, procedures and systems.
* 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 high level 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.
* A valid Victorian Driver’s License, as travel to other University Campuses and local travel is required.

## DESIRABLE

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

**La Trobe Values**

At La Trobe we:

* Take a world view
* Pursue ideas and excellence with energy
* Treat people with respect and work together
* Are open, friendly and honest

For Human Resources Use only

Initials: Date: