

Position Description

Executive Support Officer (Office of PVC SS)

Position No:	New
Department:	La Trobe Student Success
School:	Office of Deputy Vice-Chancellor (Academic)
Campus/Location:	Melbourne Campus, Bundoora
Classification:	Higher Education Officer Level 6 (HEO6)
Employment Type:	Continuing, Full-time
Position Supervisor: Number:	Pro Vice-Chancellor Student Success (PVC SS)
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

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

For enquiries only contact: Peter Czech (03) 9479 5393.

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Position Context

La Trobe Learning and Teaching supports improvement, excellence and innovation in curriculum, learning and teaching at La Trobe University. We provide expert advice and practical assistance in teaching and learning that is fit for purpose and context. Our work is informed by national and international research and scholarship in teaching and learning. Our work is aligned to achieving strategic University goals in student success, specifically those related to the University's Strategic Plan 2018-22.

The prime responsibility of this position is the provision of confidential and high level executive support and services to ensure the effective and efficient administration of the Office of the Pro Vice-Chancellor Student Success.

This is a highly visible position with responsibility for a range of confidential matters requiring the ability to exercise considerable judgement, initiative, discretion and independence.

Duties include:

1. Effective professional management of the office of the PVC SS, including:
 - Welcoming of incoming visitors, mail/calls and actioning appropriately;
 - Effectively managing diaries through a solid understanding of the business, relative priorities and appropriate delegation;
 - Proactive identification and follow-up of meeting actions; and
 - Travel arrangements.
2. Act as an initial point of contact for the office of the PVC SS for all enquiries, ensuring commitment to quality customer service, effective communication and liaison with all levels of management and staff from across the University and external stakeholders.
3. Prepare documentation in draft and final format for/from meetings, or correspondence with key contacts both internal and external to the University; gather, assemble and review information and data from a variety of sources including summaries and briefing notes from files, papers and reports.
4. Develop office procedures and systems to enhance operational efficiency. This includes maintaining an excellent record management system in the Office of the PVC SS.
5. Organise events on behalf of the PVC SS including venue bookings, catering and attendance lists.
6. Contribute to resource and budget planning within the office of the PVC SS.
7. Work collaboratively as a team member and undertake other administrative functions and tasks as required by the PVC SS.

Key Selection Criteria

- Degree and/or subsequent administrative and executive support experience or an equivalent combination of relevant knowledge, training and/or experience.
- Strong organisational, time and workload management skills, including the ability to effectively and efficiently coordinate and prioritise tasks to meet competing deadlines
- Proven ability to take initiative and accept responsibility for outcomes
- Demonstrated excellent written and verbal communication skills with a high degree of accuracy and attention to detail
- Highly effective interpersonal skills, including the demonstrated ability to interact constructively and collaboratively with people at different levels of seniority, internal and external to the University. Ability to retain professional and welcoming demeanour under pressure and in an environment prone to interruption.
- Demonstrated ability to deal with highly sensitive and confidential issues with discretion and professionalism

- Demonstrated ability to work independently with minimum supervision, show initiative and work productively as part of a team and take responsibility for outcomes
- Demonstrated proficiency in standard office applications (e.g. Microsoft Office package and Outlook) and sufficient computer literacy to master other relevant computer packages as required
- Demonstrated ability to gain a conceptual understanding of relevant policies, procedures or systems and interpretation in the application of policy and/or precedent

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.