

**Position Description**

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| **Senior Coordinator, Student Operations and Improvement Team** | |
| **Position No:** | 50100146 |
| **Organisation Unit:** | Student Services and Administration |
| **Campus/Location:** | Melbourne (Bundoora) |
| **Classification:** | Higher Education Officer Level 7 (HEO7) |
| **Employment Type:** | Continuing, Full-Time |
| **Position Supervisor : Number:**  **Reports positions: level:** | Senior Manager, Student Operations and Improvement 50138309  2 permanent + 1 fixed term |
| **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 position enquiries only contact:

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**Position Description**

**Senior Coordinator, Student Operations and Improvement Team**

## 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, special consideration, 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 Manager, Student Operations and Improvement and is responsible for the efficient and effective coordination and delivery of assessments, special consideration and graduations for the University, and for working more broadly across the Student Operations Team to deliver our services.

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

* Play a lead role within the Student Operations and Improvement Team, particularly in relation to:
* identifying and implementing process improvements to meet client and stakeholder requirements
* developing and cross skilling team members so staff can work across the broader team as required
* engaging regularly with stakeholders to understand their service requirements, to share relevant information, and provide timely and accurate advice
* Lead and manage the delivery of centralized assessment, special consideration and graduations functions to ensure that business processes are delivered efficiently and effectively, and in compliance with all relevant policies and statutory requirements. This includes:
  + Coordination of central examinations for all campuses including oversight of examination timetabling and Alternative Examination Arrangements and external examination delivery
  + Coordination of the special consideration function in line with policy and procedures
  + Management of progression processes including timely production of reports, accurate and timely data entry and the collection and publication of results across the University
  + Coordination of graduation ceremonies and associated administration processes
* Lead and manage the team who deliver centralized assessment services, special consideration and graduations
* Develop and oversee procedures and schedules for the Student Operations and Improvement Team
  + Act as a Subject Matter Expert for the portfolio including providing advice on this position’s area of responsibility and resolving complex enquiries referred to the portfolio
  + Coordinate liaison with internal and external stakeholders and clients for the assessments, special consideration and graduations functions including the timely publication of accurate information
  + Provide effective advice and support to the Senior Manager, Student Operations and Improvement
  + Undertake duties as directed

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## Key Selection Criteria ESSENTIAL

* An undergraduate degree with at least 4 years subsequent experience; or extensive experience and management expertise; or an equivalent alternate combination of relevant knowledge, training and/or experience.
* Demonstrated leadership and management skills with successful experience in managing and leading staff to promote a cohesive and effective team and managing workflows.
* Demonstrated high-level ability to analyse, conceptualise and manage administrative systems and to communicate, review and monitor performance against operational timelines and plans.
* Demonstrated ability to identify, implement and document process improvements in line with stakeholder requirements
* Demonstrated high level organisational and problem solving skills, with an ability to manage and deliver several projects or business processes concurrently.
* Demonstrated high level interpersonal and communication skills, and sound capability for senior level liaison with internal and external stakeholders.
* Experience with management of student lifecycle operations and university academic policies and procedures.

## DESIRABLE

* Significant experience in central student administration in the Higher Education sector.
* Specific experience in organising major student administrative processes and/or events.

**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.