

Position Description

Coordinator, Student Voice and Partnerships

Position No:	50152875
Business Unit:	Deputy Vice-Chancellor (Academic)
Division:	Pro Vice-Chancellor (Student Experience and Employability)
Department:	Student Life
Classification Level:	HEO6
Campus Location:	Melbourne (Bundoora)
Employment Type:	Full-time, Fixed term
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

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

Position Context/Purpose

Reporting to the Deputy Director, Student Life, this role is committed to harnessing the experiences and perspectives of students to improve and innovate the overall quality of university services, programs and experiences for students. The Coordinator, Student Voice and Partnerships will coordinate the university-wide Student Voice and Students as Partners programs, and associated partnership initiatives and activities for both students and university-wide key stakeholders.

Duties at this level will include:

- Discretion to innovate within own function and take responsibility for outcomes; designs, develops and tests complex systems and procedures.
- Identifies additional service requirements or service shortfalls and coordinates and/or designs the delivery of innovative solutions to maximise service quality, efficiency and continuity.
- Ensures professional and quality service standards are maintained and applied within own area of activity.
- Is considered as the “specialist” in a specific area gained through a detailed understanding of the theory, practice and/or principles underpinning their particular field of work.
- Applies appropriate expertise and uses judgement to make decisions where solutions are not obvious, to deliver professional services to meet customer requirements.
- Provide substantial design, development and leadership in the implementation, operations, evaluation and reporting of activities associated with Student Voice and Students as Partners program.
- Collaborates with key stakeholders, to ensure that student partnership activities are designed, developed, and delivered within local, regional and broader La Trobe contexts.
- Develops and coordinates activities such as workshops, events, and other student-related stakeholder meetings, facilitating and supervising these activities as required.
- Guides students in matters of governance, policy, process and effective communication to ensure they are aware of the parameters of their roles and the cohorts they represent.
- Monitors and maintains records/reports to evidence and analyse student voice and partnership engagement patterns and satisfaction.
- Designs and/or delivers a variety of support services, systems and tools to maximise quality, efficiency and continuity of student voice and partnership activities.
Facilitate pilot and proof of concept programs based on student ideas that can add value to the student experience at La Trobe, as informed by students.

Essential Criteria

Skills and knowledge required for the position

- An undergraduate degree in any area relevant to the position 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 depth or breadth of expertise developed through extensive relevant experience and application.
- Ability to innovate and take responsibility for outcomes.
- Demonstrated capacity to organise work effectively and efficiently and deliver outputs in a timely manner.
- Demonstrated ability to work independently, follow established procedures with limited supervision and contribute positively to an effective team.
- Excellent communication and interpersonal skills, with a demonstrated customer service focus and solution orientated approach.
- Proven analytical and problem-solving capability.
- Understanding of and commitment to advancing student voice, agency, and partnership.
- Demonstrated experience in project management and event coordination in the tertiary sector or a related field.

- Demonstrated ability to guide diverse stakeholders to achieve consensus for mutually agreed views/outcomes that are consistent with the needs of their representative cohorts.
- Strong negotiation and communication skills and the ability to influence and inform students and stakeholders.
- Demonstrated ability to understand, evaluate and report on student data in the form of reports, presentations, papers and communications.

Strong program design and implementation skills, including the development of structures that are data and stakeholder informed and enable high quality engagement and reporting.

Capabilities required to be successful in the position

- Ability to demonstrate self-awareness, see things from another person's perspective and actively seek out and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, recognise the value of diversity and model accountability, connectedness, innovation and care.
- Ability to think creatively, explore new ideas and respectfully challenge existing practices in order to improve current ways of working.
- Ability to implement improvements to local processes.

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.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials:

Date: