



## Position Description

### Partnerships Coordinator, Domestic and Transnational Operations

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<b>Position No:</b>	50110327
<b>Business Unit:</b>	Educational Partnerships
<b>Division:</b>	Future Growth
<b>Department:</b>	Domestic and Transnational Education (DTNE) Operations
<b>Classification Level:</b>	Higher Education Officer (HEO) 6
<b>Employment Type:</b>	Full-Time, Continuing
<b>Campus Location:</b>	Melbourne Bundoora
<b>Other Benefits:</b>	<a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a>

Further information about:

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

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### Position Purpose

The Partnerships Coordinator will provide high-level partnership and administrative support for La Trobe's Domestic and Transnational Education programs, based in the Future Growth division's Educational Partnerships portfolio.

Future Growth leads the University's commitments to its markets and its communities, and carries oversight of the University's strategic intent to connect both globally and locally to attract students and partners from across the world, and closer to home. Educational Partnerships is responsible for developing and implementing the University's international and domestic educational partnerships strategy with a focus on business development, relationship management, student experience, and compliance with foreign interference regulations.

Domestic and Transnational Education Operations is a dynamic team at the frontline of the university's growing external partnerships portfolio. The Partnerships Coordinator will provide specialist support to operationalise and implement strategic third-party agreements developed by Educational Partnerships in collaboration with Schools. In an academic and cross-cultural environment, the position will develop high-performing working relationships with key internal and external stakeholders to strengthen programs via exceptional customer service, technical expertise, and outstanding student experience. The Partnerships Coordinator will lead day-to-day delivery of

programs by supporting academic teams, project management, advising, and continuous improvement within the University's course administration, compliance, and operational regulations.

#### **Duties may include:**

- Performs tasks/assignments which require proficiency in the work area's existing rules, regulations, processes, and techniques and how they interact with other related functions, and adapts those procedures and techniques as required to achieve objectives without impacting on other areas.
- Advises on the analysis and interpretation of data, identify trends and test solutions, sources additional related information where appropriate, and reports on progress, to support the resolution of issues/problems.
- Applies appropriate expertise and uses judgement to make decisions where solutions are not obvious, to deliver professional services to meet customer requirements.
- Generates original ideas and innovative solutions through the provision of specialist know how and advice as appropriate.
- 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.
- Support key business activities of the Schools concerning the domestic and international partnership programs by working closely with School staff, and the University's central service areas, to facilitate and deliver the timely and effective responses to key support tasks.
- Provide high-level organisational and administration support, including coordination of tasks, data management, preparation of agendas and minutes, presentation of reports and other documentation associated with the domestic and transnational education programs.
- Provide high quality, efficient, and accurate services and advice to students and staff based both locally and in internationally, and others at the various points of contact including face-to-face, telephone or email.
- Develop collaborative working relationships with key stakeholders both locally and internationally.
- Actively participate and contribute to create an environment of continuous improvement to business processes and practices and identify ways of exceeding customer expectations.
- Undertake other duties as required by the Senior Coordinator, Domestic and Transnational Education Operations, commensurate with the scope and level of the position.
- This role will occasionally be required to travel to other campuses.

#### **Essential Criteria**

##### **Skills and knowledge required for the position**

- A Degree with subsequent relevant experience to consolidate the theories and principles learned, or extensive experience, leading to either the development of specialist expertise or to the development of broad knowledge, in technical or administration fields, 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.
- Demonstrated ability to gain a conceptual understanding of relevant policies, procedures or systems and interpretation in the application of policy and/or precedent.
- Ability to innovate and take responsibility for outcomes.
- Demonstrated ability to set priorities and monitor workflows within own area of responsibility.

- 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.
- Computer literacy in systems, including Word, Excel, Outlook, SisOne, Business Objects or similar client information systems.

### Capabilities required to be successful in the position

- Ability to work collaboratively, recognise the value of diversity and model accountability, connectedness, innovation and care.
- 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 think creatively, explore new ideas and respectfully challenge existing practices in order to improve current ways of working
- Ability to cultivate and create space for creativity, continuously reviewing and identifying improvements to local work practices.

### 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 incumbent may be required to undertake fully funded domestic and/or international travel for multi-day work visits in conjunction with responsibilities assigned in transnational education program(s).
- 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

La Trobe University is committed to providing a diverse, inclusive, and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

### 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 accountable

*We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.*



#### 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 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*

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For Human Resource Use Only

Initials:

Date:

