

Position Description

Placement Officer – Partnership Operations

Position No:

Business Unit: Partnership Operations

Division: Office of the Provost

Department:

Classification Level: HEO5

Employment Type: Casual

Campus Location: Bundoora

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

Partnerships Operations is a fast-paced environment supporting the placement of more than 10,000 students per annum and the administration of more than 18,000 agreements. Supporting the Provost's division, the team is committed to providing services to deliver outcomes for our students and enabling the University to achieve a position of partner of choice with work-based learning and placement hosts.

Reporting to the Coordinator, Partnership Operations, the Placement Officer is part of a larger team in the Office of the Provost (OPV) which works in support of academic staff across various schools and disciplines to co-ordinate work-based learning placements and opportunities. The team is responsible for the communication of placement opportunities and allocations, compliance requirements and other administrative operational tasks that support the delivery of the placement program, whilst ensuring that schools' objectives are met in line with university guidelines, policies and procedures. The Placement Officer is allocated a portfolio of responsibility for which they undertake this work, and responds to student and partner inquiries related to placements, providing high quality professional advice and customer service, always demonstrating La Trobe's cultural values.

Key to success in the role is excellent workload management skills and attention to detail in a high-volume area; an ability to work with complexity and ambiguity; and a flexible approach to work effectively as part of a large and enthusiastic team, contributing to building a positive team spirit.

Duties at this level will include:

- Provides interpretation, advice and decisions on rules and entitlements. May apply expertise in a particular set of rules or regulations to make decisions or be responsible for coordinating a team to provide an administrative service.
- Requires judgement based on theoretical and technical knowledge pertaining to a range of differing situations. Exercises initiative in the application of systems and procedures.
- Monitors and maintains records/reports to meet both internal and external requirements.
- Operates as an individual responsible for the organisation and delivery of specialised work, to meet School/Division/Department/Sub unit objectives.
- Performs tasks/assignments which require proficiency in the work area's rules, regulations, processes, and techniques, and how they interact with other related functions.
- Performs tasks where any advice which is provided is based on some depth of knowledge such that the information conveyed will normally influence how other work areas or individuals frame their actions or procedures.
- Liaises, communicates, and builds relationships within La Trobe as well as with outside bodies, to support/represent School/Division/Department/Sub unit activities.
- Provides professional advice and recommendations within specific parameters/professional guidelines to support informed decision making & influence how other work areas or individuals frame their actions or procedures.
- In accordance with set procedures, evaluate, process and track placement requests, allocate students and liaise with various stakeholders.
- Assist in the development, documentation and implementation of procedures relating to student placements to ensure consistent business processes.
- Act as the main point of contact for students, staff and placement agencies, dealing with enquiries, providing support and guidance

Essential Criteria

Skills and knowledge required for the position

- Completion of a degree without subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.

- 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.
- 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.
- High level proficiency in computer software packages including word processing, spreadsheets, databases, electronic mail, and the use of the internet as a research tool.
- Excellent communication and interpersonal skills, with a demonstrated customer service focus and solution orientated approach.

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

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.

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.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you'll always have the opportunity to succeed and make a difference.

La Trobe's 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

For Human Resource Use Only

Initials:

Date: