

Position Description

Manager, Scheduling and Partnerships

Position No:	50146570
Business Unit:	Chief Operating Officer
Division:	Information Services
Department:	Enterprise Services
Classification Level:	HEO8
Employment Type:	Full-Time, Continuing
Campus Location:	Melbourne (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

The Manager, Scheduling and Partnerships Systems is a critical role within La Trobe University's Information Services, reporting to the Associate Director, Business Applications within the Enterprise Services function. This position is responsible for managing the suite of applications across scheduling, partnerships and curriculum management, ensuring they effectively support the University's educational objectives. The role includes leading a team of Functional Analysts to enhance and maintain these applications, aligning with University's strategic plans and policies.

Duties at this level will include:

- Provide business support for suite of systems across scheduling, partnerships and curriculum management. Including user administration and system roles, configuration changes and data maintenance, issue resolution, trouble- shooting faults and, where necessary, escalating faults to vendor support.
- Maintain relationships with key internal and external stakeholders to facilitate the delivery of business support.
- Apply established delivery process to gather requirements, define system configurations, undertake testing and deployment and maintain operational system documentation in line with new or changing University requirements for the suite of systems.
- Provide advice on the operation and maintenance of the suite of systems in support of the University's processes and assist in the development of future strategies as required.
- Analysis and delivery of reports to stakeholders to meet business needs and enable evidence - based decision making, and to monitor and evaluate the benefits of business processes.
- Ensure that systems continue to meet university wide requirements
- Manages staff performing a related set of functions, usually with distinct areas of expertise, including the allocation of responsibilities, review of performance, training and development of staff and development or oversight of program procedures, priorities and quality control systems.
- Develop enhanced capabilities and work practices across the university, by feeding back to stakeholders' system issues, functionality or improvement opportunities.
- Investigate and report on the impact of new system functionality and coordinate the delivery of software changes in partnership with various university departments.
- Develop and enable the capability of staff within the work area by monitoring and continuously managing their performance and mentoring them to better meet current and future role requirements. In doing this, provide staff with constructive feedback and support for high quality performance contributions.

Essential Criteria

Skills and knowledge required for the position

- A relevant tertiary qualification or equivalent education, training and/or relevant experience together with at least four years' experience in a client service environment.
- Demonstrated experience in scheduling, student placements, case management, and curriculum management applications
- Strong analytical and project management skills, including a thorough understanding of how to interpret business needs and translate into application and operational requirements.
- Demonstrated ability to map business processes
- Excellent written, oral and interpersonal skills and the ability to build rapport quickly with a diverse range of stakeholders across the university and influence and guide others towards a common vision.

- Demonstrated planning and organisational skills, with strong attention to detail and the ability to manage several events/projects at one time, produce high quality outcomes and meet deadlines in a busy environment.
- Proven ability to solve problems, identify opportunities for continuous improvement and successfully implement new initiatives.
- Proven ability to work both independently to meet agreed objectives and as an effective member of a team, with the capacity to exercise discretionary judgement.
- Proven experience and success in managing staff performance and development.

Capabilities required to be successful in the position

- Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.
- Demonstrated creative and critical thinking, ability to generate ideas to solve local problems and recommend improvements to current work practices.
- Ability to align individual and University goals and create a safe, inclusive, high-performing culture – modelling and enabling accountability, connectedness, innovation and care.
- Ability to cultivate and create space for creativity and innovation, enabling staff members to solve local problems and identify improvements to current 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 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: