

Position Description

Deputy Director, Academic Services

Position No:	50146489
Business Unit:	Student Administration
Division:	Deputy Vice Chancellor (Students)
Department:	Student Administration
Classification Level:	ESMC1
Employment Type:	Full-Time, Fixed-Term
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

Reporting to the Director, Student Administration, the Deputy Director leads the Academic Services team to deliver functional services to our Schools. This team provides support across the entire lifecycle of student administration services. The Deputy Director will also lead the provision of the Connect Academic support framework, ensuring excellent service to our Schools. Integral to the success of this role will be the ability to partner effectively with colleagues across the Student Administration Division, the Schools, Office of the Provost and the Student Experience Division.

The Deputy Director will need to achieve significant strategic objectives around operational excellence, process standardisation and customer service outcomes. The incumbent will be a senior leader within the Student Administration Division and will contribute to Division and Portfolio level objectives. The Portfolio's focus on collaboration and cross-skilling with require the position holder to actively drive cultural change, ensure robust quality assurance and seek opportunities for continuous improvement in pursuit of service excellence. As a senior member of the Student Administration Division, the Deputy Director will be expected to have strong awareness and understanding of the activities, objectives and strategic direction of both the division and entire University, actively contributing to strategic developments and University wide initiatives.

Accountable for effective and efficient service delivery to key client groups, the Deputy Director is accountable for the outcomes of the Business Partnering team, to ensure functional activities around the student lifecycle including scheduling services, exams, results, progression, and graduations are delivered.

The incumbent will require strong interpersonal and negotiation skills to deal with numerous internal and external stakeholder groups, including academic and professional staff, students, vendors, and external members of the higher education sector.

Intercampus travel will be required from time to time.

Duties at this level will include:

- Understand, investigate and aligns Divisional activities with strategic priorities and objectives to develop plans that address both current and likely future requirements for the University.
- Ability to identify issues by providing innovative solutions and creative alternatives to minimise risks.
- Ensures high quality service delivery by championing continuous improvement strategies, aligning operations with leading practice, maintains a strong focus on quality control and promotes a proactive approach to all client issues.
- Leads and motivates others to resolve conflicts, and confers with peers in other higher education organisations, to determine best practice approaches in program/service delivery.
- Responds flexibly to changing demands. Builds teams with complementary skills and allocates resources in a manner that delivers results.
- Encourages and motivates people to engage in continuous learning, and empowers them by delegating tasks. Agrees to clear performance standards and gives timely constructive feedback, praise and recognition, and deals with under-performance promptly. Offers support in time of high pressure and engages in activities to maintain morale.
- Takes personal responsibility for meeting objectives and progressing work. Shows initiative and proactively steps in and does what is required.
- Brings a multi-perspective understanding to the development, carriage, marketing and implementation of new policies; devises new ways of adapting the organisation's strategies to new, including externally generated, demands.
- Develop and enable the capability of staff within the work area by monitoring and continuously managing their performance and mentor them to better meet current and

future role requirements. In doing this, provide staff with constructive feedback and support for high quality performance contributions.

- Accountable for the leadership of the Academic Services and the Business Partnering Team and delivery of functions to support curriculum management, fees, special consideration, results, progressions, graduations, scheduling, exams and academic support and stakeholder engagement.
- Responsible for leading continuous improvement and the embedding of standard processes across all functions within the Business Partnering team. Accountable for delivering ongoing operational excellence dividends within the Student Administration Division and across the Students Portfolio.
- Ensures high quality service delivery by championing continuous improvement strategies, aligning operations with leading practice, maintains a strong focus on quality control and promotes a proactive approach to all client issues.
- Fosters a shared commitment to ongoing operational excellence, automation and innovation across the Business Partnering Team.

Essential Criteria

Skills and knowledge required for the position

- Extensive knowledge and skills and many years of relevant experience in the Australian University sector, or a breadth of professional experience in industry; would commonly have achieved second or further degree level qualifications.
- Highly developed communication skills with an ability to lead and motivate others, to resolve conflicts and to confer with peers in other higher education organisations, to determine best practice approaches in program/service delivery.
- Ability to demonstrate drive and integrity through a strong commitment to actions and taking responsibility for role modelling the professional behaviours important to the University.
- Demonstrated experience and expertise in the management of significant human and material resources, or experience and expertise in the provision of strategic policy advice affecting the direction of the University, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Ability to support shared purpose, think strategically and harness information and opportunities to reinforce the vision for the future of the University.
- Demonstrated ability to build and apply expertise through developing and pursuing challenging goals and directing resources to deliver successful outcomes, particularly in a changed and uncertain environment.
- Demonstrated ability to build and sustain collaborative relationships across the University, develop partnerships with diverse groups and individuals and actively guide the development of others.
- Demonstrated ability to engage effectively and persuasively with senior colleagues through a superior ability to interact collegiately and negotiate effectively with a wide range of University stakeholders.
- Proven experience and success in managing staff performance and development.
- Specialised knowledge of complex methods and techniques within a particular discipline.
- Senior point of liaison for Schools and central support leadership for the management of administrative processes that underpin functions across the student lifecycle. Acts as the exceptional point of escalation for unresolved issues and addresses underlying barriers that provoke these inefficiencies.
- Creates a culture of partnership and influence amongst colleagues within the Business Partnering Team and key stakeholders, to deliver consistent service levels across the University.
- Provides high-level advice to the Deputy Vice-Chancellor (Students) and other relevant senior colleagues, on policy and processes in area of work.

Capabilities required to be successful in the position

- Demonstrated commitment to reflective practice and self-development, identifying and challenging own biases, responding to others with empathy and accurately reading and responding to organisational, political and social dynamics.
- Ability to collaborate effectively across functions, tailor communication in a way that is meaningful to the audience and contribute to a safe, inclusive, high-performing culture – consistently modelling accountability, connectedness, innovation and care.
- Demonstrated creative, critical and systems thinking – looking to the future, questioning the status quo, generating ideas and making recommendations to solve organisational problems to support the University’s strategic and cultural priorities.
- Ability to operationalise strategy, adapt quickly to disruption and actively contribute to a healthy culture to successfully navigate change – implementing recommended improvements to organisational practice.
- Ability to inspire and motivate others towards shared objectives, actively facilitate communication and two-way feedback across the University and create a safe, inclusive, high-performing team culture – consistently modelling and enabling accountability, connection, innovation and care.
- Demonstrated creative, critical and systems thinking, ability to promote a culture of innovation across La Trobe – encouraging and enabling the generation of new ideas, demonstrating a willingness to experiment, and taking calculated risks to solve organisational problems and support the University’s strategic and cultural priorities.
- Ability to operationalise strategy, adapt quickly to disruption and successfully lead people through change – building a culture in which staff members actively contribute to the improvement of organisational practice.

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.

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.

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Initials: Date: