

## Position Description

### Senior Officer, Compliance and Business Services

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<b>Position No:</b>	50148207
<b>Classification:</b>	HEO5
<b>Position Supervisor:</b>	50148208 - Senior Coordinator International Compliance and Business Services
<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 Global and Regional Division 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.

The key function of this role is to provide administrative support to ensure the University's compliance with relevant legislation and policies related to the management of international students and to support the administration of the University's international finances and financial reporting obligations relating to the recruitment and admission of international students.

The Senior Officer, Compliance and Business Services is responsible for coordinating a range of administrative tasks for the Compliance and Business Services team in relation to various legislative, regulatory and quality assurance requirements and responsibilities related to the international student release request process, discontinuation of enrolment and monitoring student visa compliance; and supporting the Senior Coordinator in planning, coordinating and implementing the international sponsored students and financial aid programs.

#### Duties at this level will include:

- Performs tasks which require knowledge of the standard application of theoretical principles, procedures and techniques at the level of an inexperienced graduate working in their field or expertise.
- 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.
- Assesses or conducts analysis, presents results and puts forward recommendations through the provision of briefings, presentations or written reports, to facilitate the interpretation of specific issues/problems and support decision making.
- Monitors and maintains records/reports to meet both internal and external requirements.
- Performs tasks/assignments which require proficiency in the work area's rules, regulations, processes and techniques, and how they interact with other related functions.
- Support the Senior Coordinator, Compliance and Business Operations in the management and administration of the University's international sponsored student and financial aid programs

## **Essential Criteria**

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

- Completion of a degree without subsequent relevant work experience; or completion of an advanced diploma qualification and at least one year's subsequent relevant work experience; or completion of a diploma qualification and at least two years' subsequent relevant work experience; or completion of a Certificate IV and extensive relevant work experience; or completion of a post-trades certificate and extensive (typically more than two years') relevant experience as a technician; 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.
- 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.
- Demonstrated depth or breadth of expertise developed through extensive relevant experience and application.
- Highly developed computing skills using the Microsoft Office suite. Strong internet searching skills and the ability to navigate and use databases and systems.
- Demonstrated cross-cultural experience and sensitivity.
- Ability to deal appropriately with confidential student issues.
- A demonstrated strong attention to detail.

### **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.

### 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: