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| **Position Description** |

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| **Senior Manager Student Advising and Retention** |
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| **Position No:** |  |
| **Portfolio:** | Office of the Pro Vice-Chancellor Student Success |
| **Campus/Location:** | Independent |
| **Classification:** | Higher Education Officer Level 10 (HEO10) |
| **Employment Type:** | Continuing |
| **Position Supervisor :****Number:** | Pro Vice-Chancellor Student Success |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits> |

Further information about:

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

**For enquiries only contact:**

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| **Position Description** |

Senior Manager Student Advising and Retention

**Position context**

The Student Success Portfolio assists students to connect to their study, community and career and works in close partnership with students, the academy and other LTU service divisions to provide outstanding experiences that support student transition and success across the student lifecycle. Student Success plays a primary role in facilitating success and retention initiatives across the university and includes the following teams:

* Employability and Industry Engagement
* Excellence at La Trobe
* Orientation and Transition
* Regional Student Engagement
* Schools Partnership Program
* Student Learning
* Succeed at La Trobe
* Tertiary Preparation Program
* Student Partnerships

In leading these areas, the Portfolio places a strong emphasis on collaborative and inclusive relationships with students, colleagues in Colleges and other departments and groups across the university. The Senior Manager Student Advising and Retention is a strategic and predominantly outcomes-focused role, responsible for the design and delivery of strategies and initiatives that provide advice to support students, improve retention and maximise the transition experience for La Trobe University students.

The position reports to the Pro Vice-Chancellor Student Success and the successful applicant will support the implementation of the La Trobe University 2018 – 2022 Strategic Plan and work closely with the Senior Manager Transition and Success, colleagues from Student Services and Administration, Student Transition and Retention Teams, First Year Coordinators and subject and course teams across both Colleges. The position can be based at any Latrobe University campus with travel to all other campuses expected.

**Accountabilities**

* Deliver strategic and operational leadership for student advising initiatives at La Trobe University.
* Work in partnership with Academic and Professional staff colleagues, to design, and support the implementation and evaluation of targeted student advising initiatives at the University and College level.
* Act as the central network liaison for student advising and key escalation point for complex and sensitive cases across the university.
* Lead, manage and motivate staff involved in student advising across the institution to developing their capabilities and support strong service connection across the institution.
* Develop mechanisms for the reporting of data related to the identification of students at risk, and advising interventions across the institution, and provide regular reports on those activities as part of the University strategic reporting process.
* Analyse and synthesise predictive and learning analytics data to inform and evaluate success and retention strategy initiatives including ‘at risk’ advising outreach.
* Conceptualise, develop and implement effective internal and external communication strategies to engage students, staff and external stakeholders in student advising initiatives.
* Responsibility for managing a substantial budget(s), including the discretion to re-allocate funds or priorities within budgets. Authorise significant expenditure items, or commit the University to significant contractual or resource obligations.
* Contribute to relevant University Committees regarding student advising initiatives, strategies and policy needs.
* Develop and review major policies, objectives, programs and strategies involving high level liaison with internal and external stakeholders, including framing relevant internal consultation, negotiation and communication strategies.
* Ensure compliance with relevant legislation and University policies and procedures, including equity and health and safety and exhibit good practice in relation to same.
* Maintain fair, ethical and professional work practices in accordance with the University Code of Conduct.
* Management of other functions and tasks, as directed by the Pro Vice-Chancellor Student Success.

**Key selection criteria**

* Postgraduate level qualification(s) with at least 4 years subsequent experience; or extensive experience and management expertise; or an equivalent alternate combination of relevant knowledge, training and/or experience.
* Demonstrated effectiveness in the design, delivery and evaluation of successful and innovative strategic initiatives in student advising.
* Demonstrated ability to work independently in an ambiguous environment, to prioritise work demands, to respond to urgent requests when required and to manage confidential and sensitive material.
* Excellent interpersonal and teamwork skills, including the ability to negotiate and communicate effectively on a range of sensitive and complex issues and capacity to work effectively with a wide variety of stakeholders.
* Demonstrated leadership skills with experience in influencing, managing and leading staff to create a cohesive and effective team and manage differing local and university wide organisational needs and expectations.
* Demonstrated experience in case management and/or counselling, with knowledge of policy, reporting and legislative requirements associated with the discipline.

**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.

**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.

For Human Resources use only

Initials: GS Date: August 2017