

Position Description

Placement Officer

Position number:	50010225
Business Unit:	Provost
Division:	Office of the Provost
Department:	Placement Partnering and Operations
Classification Level:	HEO 5
Employment Type:	Continuing, Full time
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

Placement Partnering and Operations (PPO) is a dynamic and fast-paced environment supporting more than 10,000 students to undertake a work-based learning experience each year as well as managing the administration of agreements for more than 18,000 placements per annum. Supporting the activities of the Provost division, the team is committed to partnering with Schools (and respective departments) to provide 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. An essential component of the La Trobe's student academic support framework, the Placement Partnering and Operations function is a critical platform for the success of the University's current and future student growth strategies and is expected to evolve rapidly as maturing technologies and new staff skills combine to improve ability to provide more enhanced and integrated support.

Based in the Office of the Provost (OPV) this large team is comprised of a central operations team interlinked with several smaller business partnering teams, the latter each assigned a portfolio of specific disciplines to support. These portfolio teams collaborate closely with the relevant school(s) to assist academic staff in coordinating work-based learning placements and opportunities for individual disciplines.

The central operations team assumes responsibility for functions that span across various portfolios. This encompasses activities such as managing overarching stakeholder communications, handling agreements, overseeing financial matters, maintaining systems and providing training, and facilitating student compliance management. In contrast, the portfolio teams each work under the direction of a Business Partner & Team Coordinator with the primary focus on disseminating information about placement opportunities, managing allocations, and addressing requirements for the disciplines within their portfolio. They also take care of various administrative tasks crucial for the smooth execution of the placement program. In concert, these teams share the collective responsibility for executing administrative activities that ensure the compliance of placement arrangements with the university's established guidelines, policies, and procedures. This includes adherence to a spectrum of regulatory requirements set forth by government (e.g. Victorian Department of Health Standard Student Induction Protocol (SSIP), Federal Government Foreign Arrangements Scheme (FAS)) or by entities such as TEQSA and relevant professional accrediting bodies.

Working within a portfolio team under the direction of the Business Partner & Team Coordinator, and with the opportunity to seek guidance from more experienced Senior Placement Officers, the Placement Officer is responsible for responding to student and partner inquiries related to placements, providing high quality professional advice and customer service, and consistently demonstrating La Trobe's cultural values. The Placement Officer acts as discipline contact working between the Academic Coordinator(s) and students to support the placement program for allocated discipline(s). The Placement Officer is also expected to work across the team, supporting fellow Placement Officers through periods of peaks and troughs, and supporting the team's overall business partnering activities.

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 with a flexible approach to work. Accountability and the ability to effectively work as part of a large and enthusiastic team and contributing to building a positive team spirit is highly valued and required in this position.

Duties at this level include:

- Assist in recording placement offers, process, and track student placements in accordance with university guidelines and PPO procedures;
- Liaise, communicate, and build relationships within La Trobe as well as with external bodies; act as a key point of contact for student, staff and placement agencies dealing with enquiries and providing guidance and support;

- In accordance with set procedures, evaluate, process and track placement requests, allocate students and liaise with various stakeholders; ensuring information regarding student placements are provided in an accurate and timely manner;
- Accurately record data in internal and external systems within required timelines;
- Monitor and maintain records/reports to meet both internal and external requirements, identifying issues or risks and escalating to more senior staff and line managers;
- Auditing placement data to ensure a high standard of accuracy;
- Provide advice and information in a clear and professional manner to staff, students and partners on University policy in relation to the placement program for their allocated disciplines;
- Assist in the development, documentation and implementation of procedures relating to student placements to ensure consistent business processes;
- Perform tasks/assignments which require proficiency in the work area's rules, regulations, processes, and techniques, and how they interact with other related functions;
- Utilise judgement to resolve problems pertaining to a range of differing situations; exercising initiative in the application of systems and procedures and seeking advice for more complex situations;
- Operate as an individual and as well as within a team responsible for the organisation and delivery of specialised work, to meet the OPV objectives.

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.

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

Whilst all positions in this team are campus based, with the expectation of working from a La Trobe campus on a regular basis, we do 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.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

**WE ARE
CONNECTED**



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

**WE ARE
INNOVATIVE**



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

**WE ARE
ACCOUNTABLE**



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

**WE
CARE**



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials:

Date: