

## Position Description

### Deputy Director, Student Advising

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<b>Position No:</b>	50148006
<b>Business Unit:</b>	Deputy Vice Chancellor Academic
<b>Division:</b>	Student Experience and Employability
<b>Department:</b>	Student Advising
<b>Classification Level:</b>	ESMC1
<b>Employment Type:</b>	Full Time, Fixed Term ( 3 years)
<b>Campus Location:</b>	Bundoora (Melbourne)
<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 Context/Purpose**

The Deputy Director, Student Advising is a senior leader responsible for partnering with key stakeholders across the University to implement evidence-based retention and success strategies on behalf of the University. This role plays a central role across the University to give effect to the strategic goal of delivering an outstanding student experience that is engaging and academically successful.

The incumbent is accountable for delivering the holistic, multi-tiered advising and support model that is integral to providing an outstanding student experience that promotes student success. Led by the Deputy Director, the Student Advising teams deliver first point of contact and resolution for all customers and students of the University, and a seamless experience for students through an omni-channel service model. The position ensures that strategic objectives and priorities of the institution and the Student Experience and Employability division are supported by appropriate systems, staff capabilities, and culture, guided by qualitative and quantitative metrics to measure and enhance performance and service quality.

### **Duties at this level will include:**

- Accountable for the University's retention and success strategies and associated outcomes and overarching compliance with relevant ESOS regulations in relation to international student support.
- Sector-leading leadership in the provision of student advisory services, utilising omni-channel service channels and technologies that help drive continuous improvement to improve the student experience and employability outcomes.
- Understand, investigate and aligns School/Divisional/Departmental activities with strategic priorities and objectives to develop plans that address both current and likely future requirements for the University.
- Ensure 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.
- Respond flexibly to changing demands. Build teams with complementary skills and effectively allocates resources that delivers results.
- Encourages and motivates people to engage in continuous learning, and empowers them by delegating tasks. Agree to clear performance standards and gives timely constructive feedback, praise and recognition, and deals with under-performance promptly. Offer support in time of high pressure and engages in activities to maintain morale.
- Build and sustain relationships with a network of key people internally and externally to improve student outcomes and operational performance.
- Recognise shared agendas and works toward mutually beneficial outcomes. Anticipates and is responsive to internal and external client needs.
- Ability to identify issues by providing innovative solutions and creative alternatives to minimise risks.
- Lead the Student Advising department and be responsible for managing cross-functional service teams and leadership staff to ensure high performing standards are met.
- Champion and implement continuous improvement strategies, aligning operations with leading practice, maintains a strong focus on quality control and promotes a proactive approach to all client issues.

### **Accountabilities for this position include:**

- Directs, leads, and manages the work of managers across the Student Advising and ASK La Trobe / Customer Care teams.

- Leads the University front-line and first response customer care team, and triaging levels of specialist support, across all campuses and modes of delivery.
- 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.
- Is responsible for institutional student experience and success outcomes, for all students including domestic, international, online, and regional cohorts.
- Is accountable for the implementation of the University's retention and success strategies and associated outcomes and overarching compliance with relevant ESOS regulations in relation to international student support.
- Ensures high quality service delivery across the Student Advising Division by championing operational excellence strategies, aligning operations with leading practice, maintains a strong focus on quality control and promotes a proactive, innovative and connected approach to all client issues.
- Nurture and enable the capability of staff within the work area by monitoring, motivating and continuously managing their performance and mentor them to better meet current and future role requirements. Fosters a shared commitment to the student advising profession and associated best practice within the Division.
- Is accountable for providing strategic advice and leadership for the University's accessibility service to all students, to provide timely and relevant support to students living in complex circumstances (physical, sensory, medical, neurological, and intellectual disabilities, mental illness or learning difficulties), which includes leadership oversight for Accessibility Student Advisors who inform and advise students, consult/formally assess students, develop Student Learning Access Plans, liaise with academics and administrative services.

## **Essential Criteria**

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

- Ability to direct, lead and control the work of other managers. 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.

### **Essential skills and knowledge**

- Extensive knowledge and skills with 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.
- 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.
- 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 and 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.
- 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.
- Knowledge of legal and regulatory standards, including but not limited to, the Higher Education Standards Framework, the Education Services for Overseas Students Act, the Disability Standards for Education (2005) and Disability Discrimination Act (1992), and the ability to lead and embed knowledge, processes and capability that meet regularly requirements from the services.
- Demonstrable ability to direct, lead and control the work of other managers. Extensive knowledge and skills and extensive experience in the Australian University sector, or a breadth of professional experience in industry; desirably with formal qualifications beyond a first undergraduate degree.
- Experienced in implementing data informed, innovative and customer focussed solutions for effective student success program design and service delivery.
- Draft and prepare high-quality reports, briefing papers, and submissions for senior executives and/or La Trobe's governance committees.

### **Capabilities required to be successful in the position**

- 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.

### **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 and obligations under the Disability Standards for Education (2005) and Disability Discrimination Act (1992).

### **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**

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.

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.

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Initials:                      Date: