

Position Description

Administration Officer – Nexus Program

Position No:	NEW
Business Unit:	Provost
Division:	School of Education
Classification:	HEO5
Employment Type:	Full-Time, Fixed Term to December 2025
Campus Location:	Campus Independent
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

The School of Education at La Trobe University is an industry leader, driving positive changes in education both in Australia and internationally. It fosters an outstanding profession for all, emphasising exceptional quality. Collaborating with schools, communities, and governments, the school provides exceptional professional experiences, policy advice, and research, aiming to transform educational practices and enrich students' learning experiences through evidence-based teaching and research.

In the capacity of Administration Officer, the position requires operational assistance in the award-winning Nexus program, a part of the High Achieving Teachers Program (HAT) that offers an innovative employment-based teaching pathway. Nexus fosters a collaborative community of practice, bringing together the University, schools, and the wider community to nurture profession-ready teachers. The program emphasises mentoring, including school, university, and peer-based mentoring, acknowledging the transformative impact of mentorship on aspiring and in-service teachers alike.

The position will provide general administrative services supporting the operations of the Nexus Program. The primary responsibility of this position is to provide quality customer service through high level administrative support and advice to assist in the effective and efficient administration of the Nexus Program. In collaboration with the Coordinator, Nexus and Senior Manager Partnerships, the incumbent will work as part of a team to assist in ensuring that program objectives are met, and that University policies and procedures are followed.

Duties at this level will include:

- Provide an exceptional level of support to staff across the Program and other stakeholders, both internal and external, in a timely manner and in line with the University's Cultural Qualities.
- Work as part of a team to support the operations of the Program across all campuses, contributing to a positive team environment and culture.
- Performs tasks where any advice which is provided is based on some depth of knowledge such that the information conveyed will normally influence how other work areas or individuals frame their actions or procedures.
- Identifies operational improvements. Designs and/or delivers a variety of service support (e.g. systems, events, process improvements) to maximise service quality, efficiency and continuity.
- May interpret procedures to assist others and will make recommendations, where relevant case experiences arise, to more senior staff on changes to procedures, schedules or routines to facilitate good relations between work units or with clients.
- 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.
- General operational assistance and coordination, including coordinating and organising meetings, documenting of outcomes or note-taking and follow-up actions, booking venues and travel.
- Undertake other duties as required by the Coordinator, Nexus and Senior Manager, Partnerships relevant to program operations commensurate within the level and scope of this position.

Essential Criteria

Skills and knowledge required for the position

- Completion of a degree without subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Proven exceptional customer service skills with a demonstrated ability to work with both internal and external stakeholders to achieve positive outcomes for the organisation.
- Demonstrated ability to contribute positively and work effectively as part of a team, while also being capable of working autonomously, with limited supervision.
- Ability to show initiative and take responsibility for outcomes.
- 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, delivering outputs in a timely manner.
- 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.

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 and explore new ideas in order to improve current ways of working.
- Ability to build a culture of continuous improvement, implementing ideas generated by team members.

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

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.

For Human Resource Use Only

Initials: Date: