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| **Position Description** |

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| **Senior Manager, ASK La Trobe** | |
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| **Position No:** |  |
| **Department:** | ASK La Trobe |
| **Division:** | Student Services and Administration |
| **Campus/Location:** | Melbourne (Bundoora) |
| **Classification:** | Higher Education Officer Level 10 (HEO10) |
| **Employment Type:** | Fixed Term - December 2020, Full-Time |
| **Position Supervisor:**  **Number:** |  |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits> |

Further information about:

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

School of       – http://latrobe.edu.au/

**For enquiries only contact:**

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**Senior Manager, ASK La Trobe**

**Division Overview**

Working as a single division to ensure the seamless connection between student and academic staff support, Student Services and Administration aspires to be a trusted and valued partner delivering outstanding student experience in the pursuit of student success.

Student Services and Administration is the full range of student administration and student support services – front line customer service, admissions to graduations, counselling services, equity and diversity, child care, accommodation services, inclusive resources development and campus life functions.

With core accountabilities spanning the entire student lifecycle, Student Services and Administration leverages the diverse knowledge and skills of individuals and teams working as one to deliver an exceptional and seamless customer experience. Embracing the principle of “one division- many campuses” Student Services and Administration will help deliver student success outcomes through collaboration and synergies across all its teams.

**Position Context**

All teams within ASK La Trobe work in partnership with the Division and in consultation with academic staff and other stakeholders to ensure its services are both proactive and responsive to the needs of all customers.

ASK La Trobe’s fundamental purpose is to deliver exceptional customer service and valued solutions to students, staff and stakeholders. Through the effective ownership of accessible channels for engagement, the team are first point of contact for all customer enquiries, providing seamless experiences across; face-to-face, phone, email, online applications, enterprise CRM and social media. ASK La Trobe operate in partnership with the academic enterprise to ensure the effective service delivery and provision of support and solutions responsive to individual student, College and School needs.

Through effective collaboration working as a unified leadership team the incumbent of this Senior Manager role is expected to actively lead the ASK La Trobe team with the core requirements of driving cultural change, robust quality assurance and continuous development in pursuit of service excellence.

As a leader within ASK La Trobe, the incumbent will require strong interpersonal and negotiation skills to deal with numerous internal and external stakeholder groups, including academic and professional staff, students, vendors, and external members of the Higher Education Sector, providing a primary liaison channel from the University colleges to the wider Student Services and Administration division.

As a senior member of the Student Services and Administration division, the Senior Manager will be required to have strong awareness and understanding of the activities, objectives and strategic direction of both the division and entire University, actively contributing to strategic developments and university wide initiatives.

Student Services and Administration staff are required to employ and maintain a professional, positive and solution orientated approach across all work practices and daily interactions.

Intercampus travel will be required from time to time.

**Duties and level of responsibility include, but are not limited to:**

* Perform complex, significant and high level creative planning, program and managerial functions with clear accountability for program performance. Comprehensive knowledge of related programs. Generate and use a high level of theoretical and applied knowledge.
* Performs tasks requiring the planning, development and review of major professional, management or administrative policies at a senior management level.
* Be fully responsible for the achievement of objectives and programs affecting a significant organisational area or equivalent. May be an influential contributor to decisions over the allocation or use of substantial resources.
* Be fully responsible for the achievement of significant organisational objectives and programs.
* Review performance over time in the area of responsibility and compare it to best practice elsewhere, identifying areas of improvement in structure, practices, policies and technology, reporting where appropriate.
* Be an influential contributor to decisions over the allocation or use of substantial resources.
* Under broad direction, manage other administrative, technical and/or professional staff.
* Broad direction with substantial management responsibility, usually for a diverse set of functions, including responsibility for setting and reviewing longer term performance criteria and objectives. May have final responsibility for approving substantial budget expenditure.
* Lead, manage and motivate administrative and/or professional staff in a major functional area or service grouping, developing and raising their performance.
* Responsible for significant resources and/or has a strong impact on the deployment of significant resources.
* Lead development of strategies and plans, which supports and takes forward University strategy.
* Be fully responsible for the achievement of significant organisational objectives and programs.
* Will have 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.
* Ensure a continuous review of quality and of external benchmarks to promote the best possible service.
* Interact with senior colleagues across all areas of the University, with internal and external committees and other external bodies, providing high-level input.
* Ensure services now and in future are shaped to meet stakeholder needs.
* Ensure quality processes are in place for the University.

**Key Selection Criteria:**

**ESSENTIAL**

* Demonstrated experience and expertise in the management of significant human and material resources, or postgraduate qualifications and extensive relevant experience, 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.
* Demonstrated high level of theoretical and applied knowledge in professional area of expertise.
* Demonstrated ability to manage substantial budget allocations.
* Excellent interpersonal skills and demonstrated experience in liaising with staff at all levels of an organisation, negotiating effective outcomes, consultation and facilitation of group discussions.
* Proven ability to deal with concepts, decisions and complex information or situations in an efficient and effective manner. Capable, agile, flexible and patient with process, and the ideas of others.
* Proven record of developing innovative solutions and practical implementations for strategic change.
* Strong leadership skills including the ability to negotiate, motivate, influence and build relationships.
* Proven record of managing and controlling substantial budget/resources/funding and an understanding of financial management procedures.

**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 Resource Use Only

Initials: Date: