

Position Description

Manager, Graduations Ceremonies & Events

Position No:	NEW
Department:	Student Administration
Division:	Student Services and Administration
Position No:	NEW
Classification:	Higher Education Officer Level 8 (HEO8)
Employment Type:	Continuing, 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:

, TEL: Email: @latrobe.edu.au

Position Description

Manager, Graduations Ceremonies & Events

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 Student Administration 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.

Student Operations is responsible for the major operational requirements of the student lifecycle, working collectively to deliver core transactional activities including enrolment, fees, exams, graduations, events and ceremonies, special consideration and scheduling services. With ownership of the logistics of each transactional activity.

Striving to provide an enriching and differentiated customer experience, this team are accountable for the effective and successful delivery of local, regional and international graduation and prize ceremonies. Also, responsible for the commercial operation of event venues, the team provide expert services that ensure events are of high-quality to position La Trobe as a professional conference and event destination.

Reporting to the Senior Manager, Student Operations; the Manager is responsible for the overall event delivery of University graduations and ceremonies. This includes primary accountability for external events and generation of commercial revenue.

The incumbent will have operational responsibility for staff providing specialist services, including the delivery of significant functions and events, ensuring robust and best practice event management.

Multi campus travel and working outside the traditional span of hours may be required.

The incumbent will undertake a variety of functions which are specified in the annual performance plan.

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.

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

- Develops systems, or programs (including priorities, policies and procedures) within closely defined statements of role objectives. May require new responses based on the integration of a range of knowledge, policies or procedures, or by drawing together the interests of several functional areas.
- Adapts procedures to fit policy prescriptions or use theoretical principles in modifying and adapting techniques. It may also involve the interpretation of policy which has an impact beyond the immediate work area.
- Identifies trends, strengths, weaknesses, opportunities and risks in specialist areas of responsibility, that may have an impact on the University, local team or division, to enable appropriate and timely action to be administered.
- Proposes and implements changes to work processes and develops and defines proposals for changes in and the formulation of University, local team or divisional policy, to consistently improve quality and effectiveness of service provision.
- Manages staff performing a related set of functions, usually with distinct areas of expertise; including the allocation of responsibilities, review of performance, training and development of staff and development or oversight of program procedures, priorities and quality control systems.
- Operational responsibility for staff delivering significant administrative or professional services, including the provision of advice on procedures, systems, priorities and budgets for the function concerned to more senior managers.
- May oversee a number of projects, to ensure each project is managed and delivered to specification, time and budget; will have scope to reset priorities or resources within overall program objectives.
- Makes policy recommendations to others and implements programs involving major change which may impact on other areas of the institution's operations.
- Manages and/or coordinates activity or implements a number of programs or functions which may impact on other areas of the University and which require a thorough knowledge of overall University policies and the external environment (e.g. government legislation, guidelines and requirements).
- Develops proposals and coordinates agreement for change or development in the areas for which the position is responsible. May effectively commit the University to significant expenditure or income proposal, or to a public policy stance, though formal authorisation would be provided at a higher level.
- Evaluates existing service provision, keeping abreast of feedback and broader developments in the external market place, to ensure appropriate developments and innovative solutions are proposed that consistently enhance and maximise service quality, efficiency and continuity.
- Develops new ways of using a specific body of knowledge which applies to work assignments, or may involve the integration of other specific bodies of knowledge.
- Provides advice to staff at higher levels on program objectives, organisational structures and budget expenditure.
- Provides Expert professional or consultancy advice to achieve intellectual standing outside the University.

Key Selection Criteria:

- A degree with substantial extension of the theories and principles, learned through experience; or a range of management experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Ability to apply theoretical knowledge or management or policy expertise to bring together diverse and sometimes conflicting information to solve new or one off problems.
- Demonstrated management and leadership skills with experience in managing and leading staff to promote a cohesive and effective team and managing workflows.
- Ability to be responsible for program/system development and implementation, including experience developing innovative solutions and contributing to strategic planning.
- Demonstrated ability to manage multiple stakeholders to achieve stated outcomes, including ability to negotiate, motivate, influence and build relationships.
- Demonstrated ability to form a detailed knowledge of academic and administrative policies and the interrelationships between a range of policies and activities.
- Demonstrated experience working with and influencing senior management.
- Demonstrated experience managing and controlling budgets/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.

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Initials: Date: