Position Description

Director, Education Services

Position No:	50146798
Business Unit:	Deputy Vice-Chancellor (Academic)
Division:	Learning & Teaching
Department:	Education Services
Classification Level:	ESMC2
Employment Type:	Full-Time/Fixed Term
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 Director, Education Services is a senior professional services leader reporting to the Pro Vice-Chancellor (Learning and Teaching). The role provides executive delivery leadership for Education Services and its multidisciplinary senior teams, translating institutional learning and teaching strategy into coordinated priorities, reliable services and measurable outcomes.

Working through expertise, influence and partnership, the Director builds trusted relationships with Schools, Deans, Associate Deans (Learning and Teaching), students and professional leaders across the University. The role is accountable for an integrated operating model that provides practical, consistent and scalable support while balancing institutional standards with appropriate School autonomy.

The Director leads service improvement across curriculum and assessment, academic capability, educational quality and regulatory operations, digital and AI-enabled learning, and online, flexible and lifelong education. The role stewards people, budgets, technology and partnerships to strengthen the student learning experience, improve delivery resilience and enable the priorities of the Pro Vice-Chancellor (Learning and Teaching).

Duties at this level will include:

Strategic leadership and service performance

- Translate the University's Strategic Plan and the strategic direction of the Pro Vice-Chancellor (Learning and Teaching) into a multi-year Education Services operating plan, clear priorities, performance measures and deliverables.
- Monitor the higher education environment and provide forward-looking advice on educational policy, technology, student expectations, regulatory developments and emerging risks and opportunities.
- Apply evidence, data and sound judgement to prioritise competing demands, make proportionate decisions under constraint and maintain a clear focus on educational quality, student outcomes and institutional risk.
- Lead continuous improvement of Education Services, using service performance, stakeholder feedback and educational outcomes to demonstrate impact and realise benefits.

Integrated education service delivery

- Lead an integrated, transparent and responsive service model with clearly communicated services, responsibilities, access pathways and prioritisation processes, ensuring Schools and academic staff understand what support is available, how to access it and what they can expect.
- Lead scalable, evidence-informed support for curriculum renewal, assessment design, assurance of learning and teaching capability, shifting effort from bespoke artefact production towards sustainable academic capability-building.

Digital, AI and technology-enabled education

- Provide operational leadership for accessible digital learning environments, enterprise educational technologies, learning analytics and technology-enabled service models, working closely with information technology, the Library, and other partners.
- In partnership with the Pro Vice-Chancellor (Learning and Teaching) and Pro Vice-Chancellor (Artificial Intelligence), enable responsible and practical adoption of AI in curriculum, learning, teaching and assessment, including staff capability and effective governance.

- Lead the educational design, development and technology support required for high-quality online, flexible and lifelong learning offerings, working in partnership with Schools, Executive Education and other relevant University functions.

Education, quality, regulation and governance

- Work collaboratively with the Director of Higher Education Standards & Registration and academic leaders to ensure that educational design, development and technology services support the University's academic quality standards, regulatory obligations and continuous improvement priorities.
- Provide authoritative advice, briefings and performance reporting to the Pro Vice-Chancellor (Learning and Teaching), Deputy Vice-Chancellor (Academic), senior executive and academic governance bodies, and deputise for the Pro Vice-Chancellor as required.

People, resources and organisational capability

- Lead and develop senior staff and multidisciplinary teams, establishing clear accountabilities and fostering collaboration, psychological safety, inclusion, professional growth and disciplined performance management.
- Plan and manage the division's workforce, budget, technology and other resources, strengthening succession and specialist capability while allocating finite resources to the highest institutional priorities.
- Establish proportionate measures of service performance, including responsiveness, quality, accessibility and stakeholder experience, using evidence and feedback to guide continuous improvement and transparent reporting.

Partnerships, influence and external engagement

- Build trusted and productive partnerships with Deans, Associate Deans (Learning and Teaching), academic leaders and professional services through regular engagement, co-design, responsive communication and systematic feedback to continuously improve services and institutional outcomes.
- Develop effective relationships with students, industry, technology providers, accreditation and sector bodies; manage material dependencies, partnership risks and vendor performance in the University's interests.

Essential Criteria

Skills and knowledge required for the position

Qualifications and higher education experience

- A relevant postgraduate or doctoral qualification with substantial senior experience, or an equivalent combination of qualifications, experience and achievement in higher education.
- Recognised expertise in learning and teaching or educational services, with a sophisticated understanding of the Australian higher education sector, its operating environment and emerging directions.
- Substantial senior leadership experience in a large and complex university or comparable educational institution, including responsibility for multidisciplinary professional services and senior leaders.

Learning, teaching and education services expertise

- Demonstrated success translating institutional strategy into integrated operating plans, service models, performance measures and visible improvements at scale.
- Deep applied knowledge of curriculum and assessment design, assurance of learning, educational quality, academic capability development and contemporary pedagogical practice.
- Demonstrated leadership of digital and AI-enabled education, including enterprise learning technologies, accessible learning environments, online and flexible delivery, and responsible adoption of emerging technologies.

Quality assurance, regulation and academic governance

- Strong knowledge of TEQSA, the Higher Education Standards Framework, the Australian Qualifications Framework, academic governance and the quality assurance of courses, curriculum and educational partnerships.

Evidence-informed decision-making and resource stewardship

- Demonstrated use of data, analytics, stakeholder insight and evaluation to prioritise resources, improve service quality, manage risk and strengthen student and staff outcomes.
- Strong financial, workforce and resource management capability, including business planning, budget stewardship, workforce sustainability, succession planning and prioritisation under constraint.

People leadership, change and organisational capability

- Proven success leading people through change and building inclusive, psychologically safe, accountable and high-performing teams, including effective performance and capability development.

Influence, communication and executive judgement

- Exceptional ability to build trust, broker alignment and lead cross-University change through influence, partnership and co-design where authority does not follow organisational boundaries.
- Highly developed communication and executive judgement, including the ability to provide authoritative advice, concise briefings and persuasive recommendations to senior executives, academic governance bodies, Schools and external stakeholders.

Capabilities required to be successful in the position

- Demonstrated commitment to reflective practice and self-development, identifying and challenging own biases, responding to others with empathy and accurately reading and responding to organisational, political and social dynamics.
- 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.

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** 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** 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** 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** 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.*