SENIOR COORDINATOR, OPERATIONS AND PROJECTS

DEPARTMENT/UNIT
Office of the Chief Operating Officer and Senior Vice-President

FACULTY/DIVISION
Student and Education Business Services

CLASSIFICATION
HEW Level 8

WORK LOCATION
Clayton campus

ORGANISATIONAL CONTEXT
Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The Office of the Chief Operating Officer and Senior Vice-President provides leadership in the administration and operating areas of the University including: Marketing, Student Recruitment, Facilities and Services, Human Resources, Campus Community, Client Services and eSolutions. To learn more go to http://www.monash.edu/about/structure/senior-staff/chief-operating.

Student and Education Business Services seeks to both enhance the student experience and to ensure the university complies with regulatory and reporting frameworks. SEBS strives to digitally enable and improve its processes and services so that students and academics can focus on their key objectives of teaching, learning and research.

POSITION PURPOSE
The Senior Coordinator, Operations and Projects works closely with and provides high level operations and project support, as well as strategic advice to the Senior Director, Student and Education Business Services to support and ensure the effective delivery of services and initiatives delivered by the Directorate. This includes providing expert, senior-level and informed advice, recommendations, as well as presentations, briefing papers and other reports to support new initiatives and business decision-making.

Reporting Line: The position reports to the Senior Director, Student and Education Business Services under broad direction

Supervisory Responsibilities: This position may occasionally provide supervision to casual staff

Financial Delegation: Yes, in accordance with the University delegations schedule

Budget Responsibilities: Not applicable
KEY RESPONSIBILITIES

1. Provide strategic and day to day operational and project support to Student and Education Business Services
2. Develop high-quality documentation including presentations, business planning papers, proposals, communications, briefings, policies and strategies for a variety of audiences, including senior management
3. Collect, analyse and interpret data (including financial) and statistics to inform decision making and to develop solutions or alternative methods based on a thorough assessment of the risks, benefits, opportunities and cost
4. Provide specialist, expert advice and reports drawing on up-to-date theoretical knowledge and experience of relevant policy, legislation and best practice principles in area of specialisation or technical expertise
5. Manage the development and dissemination of communication within the Directorate, and on behalf of the Directorate
6. Co-ordinate and oversee a work environment of continuous review and improvement of business practices, operational processes and service provision
7. Undertake research, consultation, in-depth analysis, reviews and benchmarking to keep abreast of emerging issues, maintain knowledge currency and provide advice to support business decision-making
8. Develop and maintain strong partnerships and networks with other relevant business units, functional areas, internal and external stakeholders, including contributing to collaborative projects and the provision of expert advice
9. Manage the implementation of the project deliverables including planning, overseeing and implementing change management strategies associated with project outcomes

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - Postgraduate qualifications or progress towards postgraduate qualifications in business or a related discipline and extensive relevant experience; or
   - extensive experience and management expertise; or
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Substantial experience in providing support to senior management, including provision of expert, strategic advice, project management, reporting and consulting
3. Highly-developed analytical, research and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver positive, innovative solutions
4. Extensive experience in developing high-quality documentation including papers, presentations, proposals, communications, briefings, policies and strategies for a variety of audiences, including senior management
5. Advanced numerical, investigative, conceptual and analytical skills
6. Substantial business analysis experience including contributing to strategic developments or initiatives in the provision of research, qualitative and quantitative data analysis as well as a knowledge of statistical analysis techniques
7. Excellent interpersonal and communication skills with the ability to provide authoritative advice and effectively communicate and present complex information
8. Highly developed planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines

9. Excellent relationship management and consulting skills including the ability to undertake consultative processes, engage with senior management, influence and negotiate with a variety of stakeholders

10. Proven ability to exercise initiative, to think creatively, and to adopt an active approach to problem-solving

11. Advanced computer literacy, and in particular, highly advanced skills in the use of and Microsoft Excel

**OTHER JOB RELATED INFORMATION**

- Travel to other campuses of the University may be required
- There will be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

**LEGAL COMPLIANCE**

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.