PLATFORM MANAGER

DEPARTMENT/UNIT Jeffrey Cheah School of Medicine & Health Sciences
FACULTY/DIVISION SEACO Platform
CLASSIFICATION HEW Level 8
WORK LOCATION Segamat, Johor

ORGANISATIONAL CONTEXT

Monash University Malaysia is the third largest campus of Australia's largest university. We carry with us the distinction of being the Malaysian constituent of a premier research intensive Australian university ranked among the top 100 universities in the world, and a member of Australia's prestigious Group of Eight.

We have maintained a proud tradition of education and research excellence for 20 years and counting, and are now recognised as a leader in the international higher education sector in Malaysia. Our location in Sunway City, one of the region's industrial hotspots, well positions us for scholarly engagement with Southeast Asia and beyond.

We believe that everyone has the potential to make a positive impact on the world. Throughout the years, we have welcomed more than 20,000 students from over 70 countries who are keen to do so. We provide our students with a supportive learning environment so that they are able to flourish and are empowered to succeed. Every day, we come together to embrace new ideas and devise solutions to address social, political and economic challenges of our communities.

This desire to make a difference and the relentless passion which drives us forward are what define Monash.

For further information see: www.monash.edu.my.

The Jeffrey Cheah School of Medicine and Health Sciences was established in 2005. The School’s vision is to become a leading medical school in Asia, as measured by the quality and impact of its teaching and research, and, through these, to engage with and serve the community. By pursuing this vision, the school contributes to the University’s mission to improve the human condition by advancing knowledge and fostering creativity.

The School offers the Bachelor of Medical Science and Doctor of Medicine, Bachelor of Psychological Science and Business, Bachelor of Psychological Science, Bachelor of Psychological Science (Honours), Bachelor of Medical Science (Honours), Postgraduate Diploma in Biomedical Science, Master of Professional Counselling, Master of Biomedical Science and Doctor of Philosophy (PhD) programs.

Delivery of the medicine program is spread over several locations with the first two years being taught at the Monash University Malaysia in Bandar Sunway, Selangor while the subsequent three years being taught at the Clinical School in Johor Bahru.

For more information, please visit: www.monash.edu.my/jcsms.
The South East Asia Community Observatory (SEACO) is a major initiative of Monash University. SEACO is a University research platform managed by the Jeffrey Cheah School of Medicine and Health Sciences, and is located in the district of Segamat in Johor.

For more information, please visit: www.seaco.asia.

**POSITION PURPOSE**

The SEACO Platform Manager is responsible for leading and managing the day to day activities of the SEACO Platform, along with managing all engagements with the local social and political communities in Segamat. This Platform has been identified as a strategic priority by the University as a support for our research community. The SEACO Platform Manager is required to manage this platform and to attract collaboration (including at a local, Platform, State, National and International level), with appropriate business models and operating strategies to ensure long-term success in providing state of the art infrastructure.

**Reporting Line:** The position reports to the Director of SEACO under broad direction

**Supervisory Responsibilities:** The position holder provides supervision to HEW 7 and HEW 6 team members

**Financial Delegation:** This position has financial delegation of 3.5 – 5 million ringgit

**Budgetary Responsibilities:** This position has a budgetary responsibility of 3.5 -5 million ringgit

**KEY RESPONSIBILITIES**

The Platform Manager is responsible for the day-to-day management and continued advancement of the Platform.

**Platform Quality Management System (PQMS)**

1. Ensuring effective implementation and maintenance of the PQMS
2. Operation of Platform services in accordance with applicable accrediting and regulatory bodies

**Strategic development and operational planning**

3. Facilitate innovative and internationally competitive research
4. Establish a business plan and defined key performance indicators (KPI) and implement
5. Designating and implementing a contingency plan to ensure essential services are available during emergency situations
6. Planning and directing research and development where appropriate

**Operational management and leadership**

7. Providing effective leadership of the Platform including budget planning and financial management in line with their designated responsibility
8. Ensuring that there are appropriate staffing with the required education, training and competence to carry out Platform activities
9. Monitoring and ensuring suitability and supply of Platform resources
10. Defining, implementing and monitoring standards of performance and quality improvement of services
11. Addressing any complaint, request or suggestion from staff or stakeholders of the Platform
12. Maintain security of the facility's resources and data storage systems
Relationship development and management

13. Develop and maintain appropriate networks and links to research, academic, community, national and ministerial stakeholders

Marketing and communication

14. Implement, oversee and actively promote the Platform through administration of the Centre’s website

Education and training

15. Provision of professional development programs for Platform staff and opportunities for participation of activities organised by professional organisations

16. Provision of detailed technical and operational advice to researchers, postgraduate and honours students and other clients as required

Occupational Health and Safety (OHS) compliance

17. Implementing a safe working environment in compliance with good practise and OSE regulations

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - Post-graduate qualifications or progress towards post-graduate qualifications and extensive relevant experience; or
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Proven project management experience in strategic planning and integration of policies and guidelines in a complex organisation

3. Relevant technical knowledge and demonstrated experience, including with programming and data management, highly developed computer literacy skills

4. Highly developed relationship management skills with the demonstrated ability to develop effective strategic relationships with key stakeholders and interact, influence and negotiate at senior levels within and outside the University

5. Experience working as part of a leadership team, contributing to setting strategic direction, undertaking strategic planning, providing advice and implementing initiatives to deliver on objectives

6. Outstanding research, analytical and evaluation skills, including the demonstrated ability to devise innovative solutions to complex organisational issues

7. Highly developed skills and experience in establishing priorities, meeting deadlines whilst working under pressure and managing an organisational and project risk in a large and complex organisation

8. Conceptualise, develop and review major policies, objectives and strategies involving high-level liaison with internal and external client areas

9. Demonstrated extensive and broad experience in leading, motivating and developing a cross-disciplinary team to achieve objectives

10. Demonstrated and highly developed interpersonal and communicative skills to enable effective written and oral communication at all levels

11. Proven experience-managing programs involving major change which may impact on other areas of the institution’s operations
OTHER JOB RELATED INFORMATION

- Willing and able to work beyond normal working hours to cover events may be required from time to time
- Willing and able to work on weekends to cover events from time to time
- Based in Segamat, Johor
- Willing and able to travel to the Monash Sunway campus if required

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Ethics, Equal Opportunity, Occupational Health and Safety, Conflict of Interest (including Conflict of Interest in Research), Paid Outside Work, Personal Data Protection, Conduct of Research, and Staff/Student Relationships.