SCHOOL SUPPORT OFFICER

DEPARTMENT/UNIT          Arts School Support
FACULTY/DIVISION         Faculty of Arts
CLASSIFICATION           HEW Level 5
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.

Monash Arts is one of the largest, most diverse and dynamic arts faculties in Australia, with particular strengths in the humanities, performing arts, languages and social sciences. We encourage the development of innovative studies that operate at the intersection of traditional academic disciplines. The Faculty delivers programs both in Australia and offshore, with courses ranging from undergraduate diplomas and degrees through to postgraduate coursework and research degrees. Monash Arts is justly proud of the research capacity of its staff, who work at the cutting edge in their fields and carry this expertise and enthusiasm into their teaching. To learn more about Monash Arts, please visit our website: www.future.arts.monash.edu/.

POSITION PURPOSE

The School Support Officer provides a range of professional and high-quality administrative services to support the effective operation of the School and Centres within the Faculty of Arts. This includes implementing and undertaking the input and monitoring of data and maintaining excellent working relationships with internal and external stakeholders.

The School Support Officer provides administrative support for projects and programs with a focus on excellence in process and judgment and provision of sound and timely advice and support to staff and other stakeholders.

Reporting Line: The position reports to Senior Manager, School Support under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budget Responsibilities: Not applicable
KEY RESPONSIBILITIES

1. Implement and deliver a range of effective administrative tasks including managing processes, providing services, responding to queries, advising on policy and process, supporting committees, HR, Resources and Events functions, project administration and producing reports in accordance with agreed standards and timeframes

2. Provide high levels of customer service in accordance with best practice guidelines, policy and procedure

3. Maintain service standards including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements

4. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports

5. Coordinate the administrative processes associated with the sessional appointment lifecycle including time sheet administration and contract management in consultation with relevant manager

6. Provide sound and timely advice, guidance and support to other staff, clients and stakeholders in areas of administrative and service responsibility

7. Participate in and implement continuous improvement activities relating to service practices, quality assurance and customer service excellence

8. Maintain effective working relationships with colleagues, clients and other stakeholders to support and facilitate service delivery

9. Participate in the coordination of events, assisting the Senior Manager, School Support and relevant School Manager, to ensure all events are in accordance with best practice guidelines and University policy and procedure within agreed standards and timelines.

10. Monitor, report on and coordinate activities in support of the Faculty’s risk management and compliance agenda e.g. Occupational Health and Safety (OHS), insurance, auditing

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - A tertiary qualification in a relevant field; or
   - substantial relevant skills and work experience; or
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Excellent administration skills and a demonstrated capacity to deliver effective operational processes and systems

3. Demonstrated experience in project and events management, including the ability to set priorities, manage time, allocating resources and plan work to meet deadlines

4. A strong commitment to excellence in customer service and a hands-on approach to service provision

5. Ability to work as an effective member of a team as well as the ability to exercise independence and judgement where required

6. Demonstrated analytical and problem-solving skills

7. Well-developed written and verbal communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues

8. Highly developed computer literacy, including experience using business software such as Microsoft Office
OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may 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.