GOVERNANCE OFFICER

DEPARTMENT/UNIT: Policy and Review Team

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 Governance Officer provides a range of professional and high-quality administrative services to support the effective operation of the Policy and Review Team. This includes supporting the Faculty’s academic and professional staff to meet the requirements of Government and University Statutes and Regulation as they apply to education programs and to support the development and implementation of academic policies, curriculum documents, academic coursework reviews and academic services to Faculty Board and its committees.

The Governance 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 students, staff and other stakeholders.

Reporting Line: The position reports to Policy, Governance and Review Manager, 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, 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 in relation to compliance with University academic policies and procedures, and the implications of changes to relevant policies and procedures.

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

6. Assist in the coordination of Course Review Panels.

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. Provide high-level executive support to nominated Faculty committees and boards.

10. Provide high-level executive support to the Associate Dean (Education) including diary management, travel arrangements, correspondence, and office systems and back up executive support to the Dean and Faculty General Manager.

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 organisational skills, including the ability to set priorities, manage time 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
- The incumbent is required to hold a valid Working with Children’s Check

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.