EVENTS AND EXTERNAL RELATIONS
COORDINATOR

DEPARTMENT/UNIT: Monash Business School
FACULTY/DIVISION: Faculty of Business and Economics
CLASSIFICATION: HEW Level 6
WORK LOCATION: Caulfield 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 Monash Business School operates across three of Monash’s Australian campuses; Caulfield, Clayton and Peninsula, as well as the Monash city location in the heart of Melbourne’s CBD. Together with business schools in South Africa and Malaysia, it makes up Monash University’s Faculty of Business and Economics.

Monash Business School is structured into seven discipline-based departments (Accounting, Banking and Finance, Business Law and Taxation, Econometrics and Business Statistics, Economics, Management, and Marketing) as well as a number of research centres, units and groups in specialist areas such as behavioural economics, development economics, employment and work, finance, global business, and retail studies. To learn more about the Monash Business School, please visit our website, www.business.monash.edu.

To support the core operations and strategic priorities of Monash Business School, administrative functions are divided into seven dedicated areas: Engagement and Marketing Services, Finance Services, Leadership and Executive Education Services, Operational Services, Performance and Quality Services, Research Services, and Student and Education Services. Each service division has areas of functional specialisation that are aligned with central functions in the co-delivery of services, fostering excellence in service delivery, and capitalising on strategic opportunities for growth and diversification in research and education.

The Engagement and Marketing Services group plays a critical role in supporting initiatives to enhance and extend the brand, prestige and reputation of the Monash Business School and to develop meaningful and outcome-focussed relationships with industry, government and professional communities. In addition, the group provides services to support student career development and to foster relationships with alumni. The Engagement and Marketing Services group includes the specialist areas of Communications, External Engagement, International Partnerships and Student Recruitment.
POSITION PURPOSE
The Events & External Relations Coordinator supports the Monash Business School’s strategic engagement framework by providing a range of high level administrative, event coordination and external engagement services. The role supports the broader team objectives of delivering a professional program of engagement activities to build and enhance the Monash Business School brand from corporate events and VIP visits to seminars and conferences, as well as supporting the delivery of key student recruitment events such as open day. This role also supports engagement activities working with industry, potential sponsors and many other key stakeholders across the Business School and beyond.

Reporting Line: The position reports to the Events & External Relations Manager under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budget Responsibilities: Not applicable

KEY RESPONSIBILITIES
1. Plan, implement and coordinate a range of complex administrative event related tasks including scheduling, providing services, co-ordinating projects, supporting committees, co-ordinating event logistics, producing reports and allocating resources in accordance with agreed standards and timeframes
2. Maintain service standards and deliver effective service to clients, including prompt issues resolution, monitoring quality of services and processes and developing strategies for improvement
3. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports, in accordance with University policy
4. Provide specialist event advice and support to clients and stakeholders in areas of administrative and service responsibility
5. Actively participate in and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence
6. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders and use these to facilitate efficient service delivery

KEY SELECTION CRITERIA

Education/Qualifications
1. The appointee will have:
   - A degree in a relevant field with subsequent relevant experience; or
   - extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills
2. Excellent administration skills and a demonstrated capacity to develop and co-ordinate effective operational processes and systems
3. Excellent 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. Demonstrated ability to work as an effective member of a team as well as the ability to exercise high levels of independence, judgement and initiative
6. Strong analytical and problem-solving skills

7. Highly-developed written and verbal communication skills, including the ability to interact with a diverse range of stakeholders and negotiate positive outcomes to complex issues

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

OTHER JOB RELATED INFORMATION

• This is a full-time position based at Monash Caulfield Campus, however, travel to other campuses and events in Australia and overseas may be required
• There will be a requirement to work additional hours outside normal working hours on a regular basis
• There may be peak periods of work during which taking of leave may be restricted
• Possession of a current Working with Children (Employee) Check and a valid Driver’s licence are essential
• The position involves some lifting of items (eg banners and exhibition materials) weighing up to approximately 10 kgs

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.