ENGAGEMENT SUPPORT OFFICER

DEPARTMENT/UNIT: Education Faculty Activities

FACULTY/DIVISION: Faculty of Education

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.

The Faculty of Education is nationally and internationally recognised for excellence in teaching and research. Operating across three campuses, we offer a diverse and innovative curriculum that responds to international and local community needs, producing graduates who lead professional practice, public debate, policy and community action around the world.

Among our programs are undergraduate and Masters teacher education degrees in early childhood, primary, secondary education, a wide range of postgraduate coursework and research degrees in education, counselling, psychology and educational and organisational leadership. We have a vibrant research culture, and we are known for our openness to multidisciplinary critical research and our commitment to finding solutions to the key educational problems of our time.

For more information about the Faculty, please visit our website: www.education.monash.edu.au/.

POSITION PURPOSE

The role of the Engagement Support Officer is to provide high level administrative and logistical support across all aspects of the Faculty’s Engagement portfolio with a particular focus on supporting the project management function of the Engagement Office.

Reporting Line: The position reports to the Engagement Manager under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budget Responsibilities: Not applicable
KEY RESPONSIBILITIES

1. Provide high level administrative and logistical support across the Faculty’s Engagement activities and services including professional development programs, engagement projects, visitor programs, events and related activities

2. Preparation of documentation and required materials in consultation with the relevant Engagement lead, including assistance with proof-reading, communication, design, photocopying and preparation of materials

3. Assist with logistical arrangements as required, including venue bookings, travel arrangements, venue preparation, catering arrangements, transportation requirements and other activities as determined on a case-by-case basis to ensure the smooth delivery of high quality events and services

4. In consultation with the Senior Engagement Officer (Projects) be responsible for the management of a select range of small projects from implementation to final outputs, including reporting requirements

5. Develop and implement work plans, schedules, invoicing schedules, and related activities for assigned projects in consultation with the Senior Engagement Officer (Projects)

6. Maintain a master database for all Engagement projects ensuring regular updates and produce reports as required

7. Maintain excellent working relationships with a range of internal and external stakeholders

8. Contribute to continuous improvement activities

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. Demonstrated knowledge of administrative support requirements, especially in the Higher Education context

3. Demonstrated skills in effective prioritising, planning and organisational skills, the ability to manage competing priorities within tight deadlines, whilst achieving excellent customer service

4. Excellent interpersonal, oral and written communication skills including demonstrated ability and maturity to effectively liaise with all levels of stakeholders

5. Demonstrated advanced computer literacy skills in the Microsoft Office suite of software (particularly Word and Excel), and experience in using email, online computing systems, and databases

6. Demonstrated ability to work independently and effectively through exercising self-motivation and initiative, and a capacity to identify and solve problems with astute and sensitive judgement

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
• A current Victorian Driver’s License is required
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.