

OPERATIONS MANAGER

DEPARTMENT/UNIT	Monash Sustainable Development Institute
FACULTY/DIVISION	Office of the Provost and Senior Vice-President
CLASSIFICATION	HEW Level 8
DESIGNATED CAMPUS OR LOCATION	Clayton campus and Melbourne CBD

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver groundbreaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#ChangeIt](#) with us.

The Portfolio of the Deputy Vice-Chancellor (Research) and Senior Vice-President (DVCR) is responsible for the development, implementation and continuous improvement of the University's research vision within the changing landscape of higher education, ensuring delivery of accountabilities within the context of the University's strategic plan. Reporting to the President and Vice-Chancellor and as an integral member of the University's executive team, the DVCR further advances the University's research performance, diversifies research funding, oversees research infrastructure strategy, and fosters interdisciplinary and transdisciplinary areas of excellence, collaboration and innovation within Monash and with global research partners. Further information about the University's organisation, governance and structure is available at www.monash.edu/about/structure.

As a leading interdisciplinary research and education institute, Monash Sustainable Development Institute (MSDI) is advancing the wellbeing of people and planet, for current and future generations. Monash University has a wealth of sustainable development expertise across its ten faculties. MSDI engages across Monash to bring together applied and transdisciplinary researchers, practitioners and students to advance systems transformation for sustainable development; and provides a mechanism to create change through deep collaboration, working in close partnership with government, industry and communities to amplify our impact. MSDI is also host to the Sustainable Development Solutions Network (SDSN) Australia, New Zealand and Pacific Regional Centre. We offer forward-thinking study programs and courses that enable people and organisations to engage with and respond to some of the biggest environmental, economic and social issues facing our world today. For more information, please visit www.monash.edu/msdi.

POSITION PURPOSE

The Operations Manager supports the delivery of MSDI's operational functions and activities across the institute, and in particular will be responsible for ensuring MSDI's people and culture activities are implemented. This includes working collaboratively with Monash HR to develop plans in attracting and retaining excellent staff, providing mentoring and career development opportunities, providing appropriate facilities to meet the needs of a hybrid workforce, as well the commitment of MSDI leadership to fostering a caring, purposeful culture that values teamwork, trust and high quality work.

Reporting to MSDI's Chief Operations Officer, the role is MSDI's key liaison point with Monash HR, working closely with MSDI supervisors and HR Business Partnering and Recruitment, and other HR service functions to manage effective people-focussed operations in line with University policy and procedures and the strategic direction of Monash and MSDI. It is also the key liaison point with the University portfolios responsible for facilities and asset management and maintenance.

The Operations Manager will play a central role in the operations functions of MSDI, proactively supporting the Institute's strategic goals and initiatives through taking responsibility for project and operational planning and reporting, and local policy and process development where it relates to people and culture, facilities and OH&S, with a deep care for our people, stakeholders and culture.

The Operations Manager works closely with and provides high level operations and strategic advice to the Chief Operations Officer to support and ensure an effective approach to continuous improvement and high-quality execution of services and initiatives delivered by the MSDI Operations team.

Reporting Line: The position reports to the Chief Operations Officer and works under broad direction

Supervisory Responsibilities: The position has one direct report and may supervise casual staff and external contractors

Financial Delegation: Not applicable

Budgetary Responsibilities: This position will be required to oversee expenditure of discrete projects

KEY RESPONSIBILITIES

1. In collaboration with Monash HR and Program Leads, oversee and support a diverse range of staff recruitment, contract renewal, induction and people-focused activities to deliver a positive staff experience in a complex working environment

2. Lead the planning and coordination of day to day space and facility management, asset and equipment management and associated risk management and compliance for the MSDI Clayton office, in collaboration with relevant MSDI and Monash staff
3. Lead and support the implementation of facilities and people-focused projects including the development and adoption of policies and procedures; planning, overseeing and implementing projects; utilising project management approaches; and implementing change management strategies to maximise efficiency and high-quality outcomes
4. Provide strategic and day to day operational and project support to the Chief Operations Officer, and the MSDI Executive team as required
5. Manage MSDI staff delivering the facilities and assets coordination function to ensure high quality high experience for MSDI staff and maintaining a strong culture of staff engagement and collaboration
6. Manage the development and dissemination of staff communications as required by the role, and advise on systems and processes to achieve knowledge sharing objectives for MSDI staff
7. Proactively contribute to a work environment of continuous review and improvement of business practices, operational processes and service provision and participate in knowledge sharing across program areas
8. Undertake research and consultation to develop high-quality documentation including position papers, briefings, reports and presentations for senior management and stakeholders to inform business decision-making
9. Develop and maintain strong partnerships and networks with MSDI program areas, peer operations staff at MSDI and staff across relevant Monash portfolios. This will include contributing to collaborative projects and the provision of expert advice
10. Ensure a healthy and safe workplace for staff and students by advocating and adhering to OHS policy, legislation and best practice, including regular safety inspections and risk assessments, mentoring and providing support to the Emergency Wardens, modelling the use of OHS online platforms and reviewing work procedures and incidents
11. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - Postgraduate qualifications or progress towards postgraduate qualifications in business, leadership, human resources, organisational psychology or a related discipline and extensive relevant experience; or
 - extensive experience and management expertise; or
 - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Substantial experience in the practical delivery of organisational objectives, including provision of expert, strategic advice, project management, reporting and consulting
3. Excellent planning and organisational skills at the strategic and operational level, including the ability to prioritise multiple tasks and meet deadlines
4. Highly-developed relationship management skills, including the ability to interact, influence and negotiate at senior levels

5. Excellent interpersonal and communication skills with the ability to provide authoritative advice and effectively communicate and present complex information
6. Demonstrated extensive experience in leading and motivating a team of professionals and modelling a culture of customer service and continuous improvement
7. Highly-developed analytical, research and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver positive, innovative solutions
8. Highly developed project management, planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines in accordance with project management methodologies, standards, timeframes and budgets
9. Experience in developing high-quality documentation including papers, presentations, proposals, communications, briefings, policies and strategies for a variety of audiences, including senior management
10. High level computer skills including experience with contemporary business packages including the Microsoft Office suite as well as project, portfolio and customer relationship management systems

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

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.