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.

Student Services delivers essential operational, administrative and academic services to the University community, with a focus on student experience, data and innovation. Our services enable student success and wellbeing by supporting students and academics to focus on learning, teaching, and research. We foster a culture of innovative thinking to drive continuous improvement in university processes whilst ensuring compliance with regulatory frameworks.

Monash Connect are proud to deliver high-quality, customer-focused frontline administrative services to students, staff and members of the public in partnership with a wide range of business units from across the University. Services we provide include student communications and the operation of Student Service Centres at all Australian campuses. For more information about the range of services delivered by Monash Connect, please visit our website.
Monash and Monash Connect value staff diversity and champions inclusive practices. We are committed to equitable decision making and apply the principles of achievement relative to opportunity in our selection processes.

**POSITION PURPOSE**

The Service Delivery Lead provides a range of complex coordination and program management services to support the Service Delivery Manager in the delivery of frontline student and administrative services for Monash Connect. The team provides a broad range of services to students, staff and the public in a high volume, fast-paced environment. This role is critical to the division, ensuring provision of excellent services that enhance both the student and staff experience.

This position is required to manage escalated complaints, enquiries, and complex and sensitive matters. The role supports Team Leaders in providing guidance and coaching on performance conversations, and oversees the efficient allocation of resources across the Contact Centre teams.

The Service Delivery Lead is responsible for implementing strategic directives, driving internal projects, and meeting performance goals set by the Service Delivery Manager. This role has a focus on forging strong partnerships with faculties and other business units and strives to ensure Monash Connect is supporting faculties and university priorities through the provision of outstanding service and accurate and timely information.

**Reporting Line:** The position reports to the Service Delivery Manager under broad direction, working with a degree of autonomy

**Supervisory Responsibilities:** This position provides direct supervision to 6 staff

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

1. Lead and coach a group of Team Leaders who are responsible for managing staff, including planning and allocating staff resources, developing, coaching and mentoring employees and managing performance to deliver service outcomes and continuous improvements

2. Foster collaboration and alignment between teams under their direction to encourage innovation, improve productivity, enhance problem solving capabilities, and improve communication to enable the efficient handling of student enquiries

3. Undertake research, analyse data, prepare reports, and assess staff performance and enquiry trends to provide meaningful insights and recommendations

4. Drive internal projects across Contact Centre teams to meet strategic goals and enhance service delivery

5. Manage the development, implementation and operation of a complex administrative and technical functions in accordance with University policies, procedures and strategic priorities

6. Manage and coordinate a work environment of continuous review and improvement of business practices, operational processes and service provision

7. Collaborate with the Service Delivery Manager on the review and implementation of policy and procedures relevant to Monash Connect

8. Develop and maintain strong partnerships with faculties, other relevant business units, functional areas and key staff, including provision of expert advice
9. Contribute to the specification, design and implementation of system solutions and processes in line with the strategic direction of Monash Connect

10. 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 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. Demonstrated experience in leading, motivating and developing a team of professionals to deliver a culture of support, recognition and ongoing development
3. Excellent operational management and project management skills with commitment to providing outstanding service to customers
4. A proven ability to identify and implement continuous improvements to existing practices with demonstrated experience in interpretation of complex policies and provision of procedural advice
5. Highly developed planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines within a contact and service centre environment
6. Highly developed analytical and conceptual skills including demonstrated ability to deliver positive solutions to complex problems
7. Highly developed interpersonal and communication skills with the ability to negotiate, influence and build consensus at management levels
8. Proven project management skills, with the ability to prioritize and manage multiple initiatives simultaneously

OTHER JOB RELATED INFORMATION
- Travel to other campuses of the University will 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 satisfactory Working With Children Check is required

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.