ADMINISTRATIVE SUPPORT OFFICER

DEPARTMENT/UNIT: Student Academic Success

FACULTY/DIVISION: Office of the Deputy Vice-Chancellor and Senior Vice-President (Education)

CLASSIFICATION: HEW Level 5

DESIGNATED CAMPUS OR LOCATION: Clayton campus

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 ground-breaking 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 Deputy Vice-Chancellor (Education) and Senior Vice-President leads Monash University’s integrated approach to education, framed by the Monash Impact 2030 Strategic Plan, www.monash.edu/about/strategic-direction/strategic-plan and partners with Faculties and divisions to shape and deliver the University's education agenda. The portfolio is responsible for: Indigenous education and strategy, learning and teaching, social inclusion, strategic course development, student academic experience, academic course governance, education policy and quality.

Student Academic Success (SAS) activates the strategic intent of the University around Education, with the particular aim to consolidate students’ learning skills so that they may achieve powerful outcomes. Student Academic Success reaches out and responds to students through the
provision of a learning advising function. It complements this with a range of online resources, guides and modules which provide a strong layer of support to ensure academic success. It connects with Faculties so that education staff are aware of the programs and support provided and can provide input into resource and program development. It also works with key Faculty stakeholders to identify where learning skills should be integrated within courses and to support related academic staff to develop the necessary resources so that this form of skill development may be embedded.

POSITION PURPOSE

The Administrative Support Officer provides a range of professional and high-quality administrative services to support the effective operation of Monash Learning and Teaching. This position primarily supports Program Managers within the Student Academic Success (SAS) team to support the administrative functions of the areas including data management, communication, scheduling, event management, program material preparation, social media and the maintenance of webpages within the Monash’s quiz platform. The role will be important in maintaining excellent working relationships with internal and external stakeholders.

The Administrative Support 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 Managers

Reporting Line: The position reports to the Student Academic Success Program Manager

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Implement and deliver a range of effective administrative tasks including managing processes, providing services, responding to queries, program administration, streamlining systems, and producing short reports in accordance with agreed standards and timeframes

2. Contribute to communication and promotional material preparation for a range of channels and stakeholders and within a variety of formats including print and digital

3. Support the organisation of events and workshops

4. Provide high levels of customer service in accordance with best practice guidelines, policies and procedures

5. Maintain service standards including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements

6. Participate in and implement continuous improvement activities relating to service practices, quality assurance and customer service excellence

7. Collect and provide information and data in response to a broad range of responsibilities and to multiple audiences. This includes the collection and recording of data and project planning processes

8. Maintain effective working relationships with colleagues, clients and other stakeholders to support and facilitate service delivery

9. Other duties as directed from time to time
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 a flexible and 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 a range of software. Ideally, the successful applicant will have experience with the backend of Squiz (Monash’s website platform).
9. Ability to work in a fast paced, highly flexible environment

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 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.