PROJECT COORDINATOR

DEPARTMENT/UNIT: Monash Sport
FACULTY/DIVISION: Campus Community Division
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 Campus Community Division is charged with leadership, management and innovation in the provision of high quality non-academic services to students and staff at Monash. The Campus Community Division comprises Chaplaincy; Childcare; Counselling and Mental Health Programs; Career Connect; Non-Residential Colleges; Residential Services; Safer Community Unit; Student Engagement & Support Programs; Monash Sport; TeamMONASH; and University Health Services. For more information about the work we do, please visit http://www.campuscommunity.monash.edu.

Monash Sport coordinates a wide range of aquatic, indoor & outdoor sport, health, fitness, wellness and social sport services and activities for University students, staff and the wider community. Through providing these opportunities, we endeavour to enhance the health and wellbeing of our community and the on campus experience for our students & staff. We passionately believe that active bodies complement vibrant minds. For more information about the services we provide, please see our website: www.monash.edu/sport.

POSITION PURPOSE
The Project Coordinator provides a range of professional and high-quality administrative services to support the effective operation of Monash Sport. The position provides project and administrative support for projects and programs with a focus on excellence in process and judgment and provision of timely deliverables, advice and support to Monash Sport staff and other relevant stakeholders.

Reporting Line: The position reports to the Director, Monash Sport under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable
KEY RESPONSIBILITIES

1. Implement and coordinate a program of effective project and administrative processes and systems in order to improve the Monash Sport programs, services and events in accordance with agreed standards and timeframes
2. Provide high levels of internal customer service to all staff and stakeholders of Monash Sport in accordance with best practice guidelines, policy and procedure
3. Maintain service standards including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
4. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports
5. Provide sound and timely advice, guidance and support to other staff, clients and stakeholders in relation to Monash Sport
6. Participate in and coordinate continuous improvement activities relating to service practices, quality assurance and customer service excellence
7. Maintain effective working relationships with colleagues, clients and other stakeholders to support and facilitate service delivery
8. Assist with the development of new customer and member engagement initiatives to add value to the member value proposition including assisting the Monash Sport Executive team (or delegate) to execute strategic project deliverables

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 coordinate 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 an 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 business software such as Microsoft Office
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.