FRONT OFFICE MANAGER

DEPARTMENT/UNIT  Monash Residential Services

FACULTY/DIVISION  Campus Community Division

CLASSIFICATION  HEW Level 7

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 provides a range of high-quality non-academic services to students and staff at Monash. These include Monash Sport, Equity and Diversity Centre, TeamMONASH, Monash Residential Services, Mental Health and Safer Community Programs, University Health Services, Student Engagement & Support services and Non-Residential Colleges. For more information about the work we do, please visit http://www.monash.edu/campuscommunity.

Monash Residential Services provides a range of on and off-campus accommodation options and services to students, staff, the business community and short-term visitors to Monash University. For information about the services we provide, please see our website: www.monash.edu/accommodation.

POSITION PURPOSE
This Front Office Manager is responsible for managing the Front Office at Monash Residential Services (MRS) – Clayton. Autonomously managing a team of Information and Services Officers across the Residential Village and Urban Community, the incumbent will provide tier two query resolution, drive customer service excellence and ensure that this key interface with the student community reflects the Monash Residential Services and broader Monash University brand.

This will be achieved through the development and deployment of a wide range of continuous improvement activities and in ensuring the Front Office staff understand their role in representing the University and the Division and creating a positive student experience.

The Front Office Manager operates with excellence and expertise in process and judgement to provide sound and timely advice and support to team members, staff and other stakeholders.
Reporting Line: The position reports to the Residential Services Business Manager under broad direction.

Supervisory Responsibilities: This position provides direct supervision to the Front Office Coordinator and a team of Information and Services Officers.

Financial Delegation: Yes, in accordance with the University delegations schedule.

Budgetary Responsibilities: Not applicable.

KEY RESPONSIBILITIES

1. Ensure the effective delivery of professional and customer driven service delivery including satisfactorily resolving escalated customer issues.
2. Provide leadership and management to team members to deliver superior customer service, including work prioritisation/allocation, developing, coaching and mentoring staff, training, managing performance and encouraging excellence/continuous improvements in service delivery.
3. Contribute to the planning, management and effective implementation of continuous improvement activities relating to Front Office practices, protocols, training material, quality assurance standards, best practice and customer service excellence.
4. Undertake research, analyse results, investigate options and provide recommended solutions to complex Front Office issues via position papers, briefings, reports, communication material and other written advice for various audiences.
5. Assume responsibility for a wide range of databases including the collection recording of data and data integrity ensuring data privacy laws are adhered to at all times.
6. Build and sustain relationships with a network of colleagues, clients and stakeholders and use these to facilitate cooperation and deliver services aligned with client needs.
7. Draw on project management methodologies to manage small to medium size projects and initiatives from conception to delivery, including scoping needs and identifying deliverables, and developing project budgets, plans, benefits realizations and other support documentation.
8. Identify, source, assign and implement necessary project resources, managing project team and any external providers to deliver project outcomes according to project plan, and reporting on progress and performance against project schedules.
9. Identify risks associated with delivery of Front Office services and implementing appropriate mitigation strategies and risk management documentation in line with Monash OHS policy.
10. Ensure compliance with government legislation by having a clear understanding of the regulations and guidelines in relation to the Residential Tenancies Act, the National Rental Affordability Scheme, the ESOS Act and Child Safe Standards.

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - a degree qualification in a relevant field with extensive relevant experience; or
   - extensive experience and management expertise in technical or administrative fields; or
   - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Demonstrated experience in leading and overseeing a successful team, with a focus on delivering excellence in customer service.
3. Staff management experience with the ability to motivate and develop staff, and plan and allocate work to meet objectives
4. Demonstrated relationship management, including the ability to interact with, negotiate with and gain cooperation from, internal and external stakeholders
5. Highly developed planning and organisational skills, with experience establishing priorities, implementing improvements and meeting deadlines
6. Demonstrated data literacy, analytical, research and problem solving skills and the ability to identify and recommend solutions to challenging issues
7. Highly developed interpersonal and communication skills with the ability to prepare professional documentation for various audiences and provide expert advice in areas of specialised or functional knowledge
8. Advanced computer literacy, particularly with current business management software packages and their various applications
9. Demonstrated experience in hospitality or the university housing environment, with knowledge of the Residential Tenancies Act and the National Rental Affordability Scheme

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.