STUDENT SERVICES OFFICER – MEDICAL IMAGING AND RADIATION SCIENCES

DEPARTMENT/UNIT Medical Imaging & Radiation Sciences

FACULTY/DIVISION Faculty of Medicine, Nursing and Health Sciences

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 Faculty of Medicine, Nursing and Health Sciences, is the largest faculty at Monash University, and offers the most comprehensive suite of professional health training in Victoria. We consistently rank in the top 40 universities worldwide for clinical, pre-clinical and health sciences.

We want to improve the human condition. That is our vision - it has no expiration date. Through academic health centres, other translational models and by educating the healthcare workforce of the future, our staff, students and alumni directly improve quality of life.

Setting the global health care agenda, the Faculty aspires to lead in all areas of research activity and influence local, national and international policy to improve health and social outcomes and health inequalities. We've made a major impact in the world of medical research and become globally recognised for our quality education of over 41,000 doctors, nurses, and allied health professionals.

We are ambitious and aim to maintain our position as a leading international medical research university. We’re recognised for the breadth and depth of our research, for our commitment to translational research, for the quality and scale of our research capability, and as a thriving biotechnology hub.

To learn more about the faculty, please visit monash.edu/medicine.

The Department of Medical Imaging and Radiation Sciences aims to prepare students for effective and ethical professional practice in a diverse range of modern medical imaging modalities and to pursue careers in radiography, medical ultrasound, radiation therapy and research. The Department actively encourages students to engage in a process of life-long learning and contribute to the development of radiography, radiation therapy, and sonography as research-based professions; and foster an interest in clinical and scientific research and to contribute to advances in radiography, radiation therapy and medical ultrasound. Further details may be found at: http://www.med.monash.edu.au/radiography/about.html.
POSITION PURPOSE
The Student Services Officer provides a wide range of administrative support to the delivery of effective and best practice student and academic across the department. With a focus on operational excellence, the Student Services Officer supports all aspects of the student life cycle such as student enquiries, enrolments, orientation, clinical placements and relationships, short courses, assessment, records management and provides administrative support for course coordinators and academic staff with planning, delivery and evaluation.

The Student Services Officer operates with excellence in process and judgement and to provide sound and timely advice and support to students, staff and other stakeholders.

Reporting Line: The position reports to the Head of Department under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budget Responsibilities: Not applicable

KEY RESPONSIBILITIES
1. Implement and deliver a range of effective administrative tasks including scheduling, providing services related to the student experience, coordinating projects, clinical placements, supporting committees and meetings and producing minutes in accordance with Monash policies and procedures

2. Provide high levels of customer service in accordance with Monash guidelines, policies and procedures to students, academic and external stakeholders, including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements

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

4. Undertake the input and analysis of student placement data under supervision, 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 areas of administrative and service responsibility

6. Participate in and implement 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

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 experience in the delivery of front line services in a pressured and complex educational environment

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

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.