ADMINISTRATION OFFICER (MRH CHURCHILL)

Department/Unit: Monash Rural Health
Faculty/Division: Faculty of Medicine Nursing and Health Sciences
Classification: HEW Level 4
Work location: Gippsland

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 www.monash.edu/medicine.

Monash Rural Health (MRH) is a school within the Faculty of Medicine Nursing and Health Sciences that carries a mandate to improve the health status of regional, rural and remote communities in Australia, and more specifically in Victoria. We are committed to a sustainable rural health workforce and are achieving these outcomes through the development and implementation of medical and health professions education programs in underserved regional and rural communities, and by undertaking targeted research programs that address priority health problems in rural populations.
Monash Rural Health is broadly divided into two regions where it has major regional academic sites in south-east and north-west Victoria. Monash Rural Health encompasses the:

- Graduate entry MD Year A program at MRH Churchill
- Three regional academic sites dedicated to regional and rural medical education at Mildura, Bendigo and Gippsland.
- Rural Nursing and Allied Health unit, which is dedicated to education, student placement support and research across the fields of nursing and allied health
- Office of Head of School, responsible for Rural Health Education Programs, Research, Finance, Operations/Planning, and Marketing/Communications

For more information about us and the work we do, please visit: [www.monash.edu/medicine/srh](http://www.monash.edu/medicine/srh).

**POSITION PURPOSE**

The Administration Officer is responsible for the delivery of professional administrative services to support the effective operation of Monash Rural Health in Gippsland. This includes provision of a broad range of administrative services relating to education, research and community engagement.

The Administration Officer is the first point of contact for enquiries from a broad spectrum of stakeholders that include students, staff, researchers, visitors, health professionals, the media, government agencies and members of the community. As such, they play a key role in maintaining the professional image of Monash Rural Health in Gippsland and must provide sound and timely advice to all stakeholders.

**Reporting Line:** Regional Managers, Monash Rural Health Churchill under routine supervision

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

1. Provide a range of administrative tasks and services including undertaking established processes, providing front-line services, responding to queries, maintaining supplies, word processing, providing administrative support to committee’s events and producing reports

2. Provide high levels of customer service while ensuring that office equipment is in working order, records are maintained in a timely manner and that the website and social media platforms are routinely updated with current material, in accordance with University policy and procedure.

3. Maintain service standards, including those applying to privacy, confidentiality and procedures for issues resolution

4. Provide advice to students, staff and other stakeholders in areas of administrative and service responsibility

5. Provide feedback and suggestions about improvement of services and contribute to and participate in activities to ensure a positive workplace culture

6. Develop and maintain excellent working relationships with a range of contacts including stakeholders and use these to facilitate communication
KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   • A diploma level qualification with relevant work related experience; or
   • an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Administration skills and experience and a demonstrated capacity to deliver effective processes and systems
3. Sound organisational skills, including the ability to manage time and meet deadlines
4. Experience in front-line customer service with a demonstrated commitment to excellence in customer service
5. Ability to work as an effective member of a team as well as independently under general supervision
6. Strong attention to detail and accuracy
7. Well-developed communication skills, including the ability to draft documentation, take minutes and interact positively with colleagues and clients
8. Demonstrated computer literacy, data entry and word-processing skills including experience using business software such as Microsoft Office
9. Demonstrated experience in dealing with Community Organisations

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.