



# EXECUTIVE OFFICER

<b>DEPARTMENT/UNIT</b>	Monash Business School
<b>FACULTY/DIVISION</b>	Faculty of Business and Economics
<b>CLASSIFICATION</b>	HEW Level 6
<b>DESIGNATED CAMPUS OR LOCATION</b>	Caulfield campus

## ORGANISATIONAL CONTEXT

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Monash is a university of transformation, progress and optimism. Our people are critical to our success, 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, please visit [www.monash.edu](http://www.monash.edu).

The Monash Business School is structured into seven discipline-based departments (Accounting, Banking and Finance, Business Law and Taxation, Econometrics and Business Statistics, Economics, Management, and Marketing) along with the specialist Leadership and Executive Education unit and a number of research centres, units and groups in specialist areas such as behavioural economics, development economics, employment and work, finance, global business, and retail studies. To learn more about the Monash Business School, please visit our website, [www.monash.edu/business](http://www.monash.edu/business). To support the core operations and strategic priorities of the Monash Business School, administrative functions are divided into seven dedicated teams: Engagement and Marketing Services, Finance Services, Leadership and Executive Education Services, Operational Services, Performance and Quality Services, Research Services and Student and Education Services. Each team has areas of functional specialisation that are aligned with central functions in the co-delivery of services, fostering excellence in service delivery, and capitalising on strategic opportunities for growth and diversification in research and education.

The **Performance and Quality** group plays a critical role in managing the Monash Business School's quality, strategic planning, governance and accreditation functions, and in particular, ensuring that the School continues to maintain its "triple crown" accreditation status with the European Quality Improvement System (EQUIS), Association to Advance Collegiate Schools of Business (AACSB) and the Association of MBAs (AMBA). The specialist areas of the Performance and Quality group include Accreditation, Academic Governance, Analytics and Strategy and Planning.

## POSITION PURPOSE

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The Executive Officer provides a range of high-level administrative and committee support services to support the Performance and Quality group's activities. This includes supporting committees and forums as directed by the supervisor, administering and developing underpinning governance tools and processes, and supporting process improvement in accordance with Monash University policy and reporting requirements. The position

also provides support to projects and events and undertakes a variety of general administrative duties to meet the operational demands of the Performance and Quality group.

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

The Executive Officer provides advice to staff on academic policy and procedure and supports the development and review of academic processes, guidelines and protocols.

**Reporting Line:** The position reports to the Strategy and Planning Manager

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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1. Plan, implement and manage a range of complex administrative tasks including scheduling, providing services, coordinating projects, supporting committees and forums, producing reports and allocating resources in accordance with agreed standards and timeframes
2. Deliver high-level and effective service to clients, including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
3. Actively participate in, develop and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence
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 specialist advice and support to other staff, clients and stakeholders in areas of administrative and service responsibility
6. Contribute to and support a range of processes such as policy development, governance, management decision-making, change management, compliance, quality and performance reporting
7. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders to support and facilitate efficient service delivery
8. Other duties as directed from time to time

## KEY SELECTION CRITERIA

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### Education/Qualifications

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

### Knowledge and Skills

2. Excellent administration skills and a demonstrated capacity to develop and implement effective operational processes and systems
3. Excellent 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. Demonstrated ability to work as an effective member of a team as well as the ability to exercise high levels of independence, judgement and initiative
6. Strong analytical and problem-solving skills
7. Highly-developed written and verbal communication skills, including the ability to interact with a diverse range of stakeholders and negotiate positive outcomes to complex issues
8. Highly developed computer literacy, including experience using business software such as Microsoft Office
9. Experience in providing executive and administrative support to boards or committees, and ability to administer policy review and development processes

## **OTHER JOB-RELATED INFORMATION**

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- 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**

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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.