DEPARTMENTAL ADMINISTRATIVE OFFICER – SOCIAL WORK

DEPARTMENT/UNIT: Social Work

FACULTY/DIVISION: Faculty of Medicine, Nursing and Health Sciences

CLASSIFICATION: HEW Level 5

WORK LOCATION: Caulfield 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.

School of Primary and Allied Health Care is a leader in primary health care research, teaching and service delivery. The School’s diversity reflects wide expertise amongst the academic team of social scientists, health educators and medical and allied health practitioners. A strong emphasis on finding interdisciplinary solutions to health problems is underpinned by high-quality primary care programs at undergraduate and graduate entry levels, specialised professional graduate coursework programs and higher degrees by research. The School incorporates the Departments of General Practice, Community Emergency Health and Paramedic Practice, Occupational Therapy, Physiotherapy, and Social Work, together with the Southern Academic Primary Care Research Unit (SAPCRU). School operations are conducted in campuses in Notting Hill, Peninsula and Caulfield.
For more information about us and the work we so please visit our website.
https://www.monash.edu/medicine/spahc.

The Department of **Social Work** is a leader in Social Work education in Australia. It is an academic unit in the School of Primary Health Care, Faculty of Medicine, Nursing and Health Sciences and is located at Caulfield. The mission of the department is to provide leadership in the delivery of high quality education, research and community service in the discipline of Social Work. The department conducts academic teaching for the accredited programs at undergraduate and post-graduate levels. It also has research higher degrees programs. Our programs are offered internally and by Distance Education.

**POSITION PURPOSE**

The Departmental Administrative Officer will be responsible for providing a range of administrative, project and executive support services to the Head of Department and the senior school staff. This will include a range of activities such as supporting the delivery of core functions in relation to HR and Finance, and the day to day operations of the Social Work department.

The incumbent will be expected to have broad knowledge of the University structure and its policies and procedures to be able to support the School.

The Departmental Administrative Officer also provides administrative support for projects and programs with a focus on excellence in process and judgment and provision of sound and timely advice and support to other stakeholders.

**Reporting Line:** The position reports to the Senior Administration Manager under general direction

**Supervisory Responsibilities:** Not applicable

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

**Budget Responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

1. Act as the first point of contact for the Department with internal and external stakeholders, ensuring professional mannerism, high levels of customer service, and in accordance with best practice guidelines, policy and procedure

2. Provide Executive Support to the Head of Department including, diary management, travel, reconciliation, and well as secretarial support in meetings and associated activities such as responding to queries, advising on policy and process, and producing reports in accordance with agreed standards and timeframes

3. Implement and deliver a range of effective administrative tasks including managing processes, providing services such as drafting, preparing, and managing documents, reports, presentations and correspondence

4. Maintain service standards including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements, to support staff, clients and stakeholders in areas of administrative and service responsibility

5. Undertake a range of project tasks including departmental events, short courses and seminars, while maintaining effective working relationships with colleagues, clients and other stakeholders to support and facilitate service delivery

6. Participate in and implement continuous improvement activities relating to service practices, quality assurance and customer service excellence
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. Demonstrated executive support experience with strong written communication skills including the ability to draft correspondence, reports and meeting minutes, desirably in a University environment

3. Excellent administration skills and a demonstrated capacity to deliver effective operational processes and systems

4. Demonstrated organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines

5. A strong commitment to excellence in customer service and a hands-on approach to service provision

6. High level communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues, and using discretion when handling confidential and sensitive matters

7. Ability to work as an effective member of a team as well as the ability to exercise independence and judgement where required

8. Demonstrated analytical and problem-solving skills

9. Highly developed computer literacy, including experience using business software such as Microsoft Office and the Google suite

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.