



# EXECUTIVE OFFICER

<b>DEPARTMENT/UNIT</b>	Office of the Pro Vice-Chancellor (Indigenous) and William Cooper Institute
<b>FACULTY/DIVISION</b>	Portfolio of the Deputy Vice-Chancellor and Vice-President (Education)
<b>CLASSIFICATION</b>	HEW Level 6
<b>DESIGNATED CAMPUS OR LOCATION</b>	Clayton campus

## ORGANISATIONAL CONTEXT

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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](http://www.monash.edu).

The **Portfolio of the President and Vice-Chancellor** provides executive management and strategic advice to the Vice-Chancellor, leadership in the management and delivery of key strategic and cross-portfolio initiatives and University level governance. The portfolio is responsible for managing the University's global campuses, partnerships and affiliations, and is accountable for:

- External relations management;
- Coordination of special events arranged on behalf of the Chancellor and the Vice-Chancellor; and
- Leadership in and development of relationships with a range of local and international stakeholders and partners, including alumni, benefactors, government, industry and strategic alliance affiliates.

The **Deputy Vice-Chancellor and Vice-President (Education)** leads Monash University's integrated approach to education, framed by the Monash University Focus Monash Strategic Plan [www.monash.edu/about/who/strategic-plan](http://www.monash.edu/about/who/strategic-plan), and partners with Faculties and divisions to shape and deliver the University's education agenda. The portfolio is responsible for: Indigenous education and strategy, learning and teaching, social inclusion, strategic course development, student academic experience, academic course governance and, education policy and quality.

The **Pro Vice Chancellor (Indigenous)** leads the University's agenda around the Aboriginal and Torres Strait Islander Framework, and **Heads the William Cooper Institute**, which provides a point of focus for Monash University's engagement in Indigenous scholarship, including overseeing all Indigenous activities University-wide, representing the University externally in Indigenous matters.

The William Cooper Institute connects research, learning and engagement for and about Aboriginal and Torres Strait Islander Peoples and communities through the establishment of a 'hub-and-spoke' model of Indigenous leadership and participation across and within the University.

## POSITION PURPOSE

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The Executive Officer is often the first point of contact for enquiries from a range of stakeholders including students, academics, professional staff and the general public and as such plays a key role in conveying the professional image of the William Cooper Institute.

The Executive Officer provides a range of high-level administrative service, office support, and project and strategies coordination services to support the end-to-end delivery of projects in the William Cooper Institute. With a focus on excellence in process and judgment and the provision of sound and timely advice the Indigenous Executive Officer will support the Director of the William Cooper Institute, senior managers, staff and other stakeholders.

The Executive Officer will maintain excellent working relationships with internal and external stakeholders and work collaboratively across the team on events, projects and initiatives in the furtherance of William Cooper Institute activities.

**Reporting Line:** The position reports to the Director of the William Cooper Institute

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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1. Provide a range of executive support and office administration services including: facilitating communication and work flow, producing and editing papers, briefings, presentations and other written advice, calendar and travel management, meeting coordination, applying and advising on policy and coordinating events such as workshops, functions and conferences
2. Plan, implement and coordinate a program of complex administrative processes and systems including scheduling, providing services, co-ordinating projects, supporting committees, producing reports and allocating resources in accordance with agreed standards and timeframes
3. Provide a range of administrative services including front line services, responding to queries, dataset management, ordering supplies and catering, maintaining office facilities and providing administrative support to the team
4. Actively participate in, develop and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence
5. Promote the development of collaborative, cooperative and productive working relationships within and across the William Cooper Institute ensuring effective integration with all teams to provide excellent customer service outcomes
6. Maintain service standards, including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
7. Provide sound and timely specialist advice and support to other staff, students, clients, and stakeholders in areas of administrative and service responsibility
8. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports
9. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders to support and facilitate efficient service delivery
10. 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. A demonstrated knowledge and understanding of the Indigenous societies and cultures, including the issues affecting Indigenous people in contemporary Australia and the diversity of the circumstances of Indigenous people
3. A demonstrated ability to communicate sensitively and effectively, including the requirement for proper negotiation and consultation, with Indigenous people on matters relevant to the delivery of education services to Indigenous people
4. Excellent administration skills and a demonstrated capacity to deliver effective operational processes and systems
5. Excellent organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines
6. A strong commitment to excellence in customer service and a hands-on approach to service provision
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 ability to work as an effective member of a team as well as the ability to exercise high levels of independence, judgement and initiative
9. Strong analytical and problem-solving skills
10. Excellent written and verbal communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues
11. Highly developed computer literacy, including experience using business software such as Microsoft Office

## OTHER JOB RELATED INFORMATION

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- Only Indigenous Australians are eligible to apply as this position is exempt under the Special Measure Provision, Section 12 (1) of the Equal Opportunity Act 2011 (Vic)
- 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.