LEGAL OPERATIONS MANAGER

DEPARTMENT/UNIT: Office of the General Counsel

FACULTY/DIVISION: Chief Operating Officer and Senior Vice-President

CLASSIFICATION: HEW Level 10A

WORK LOCATION: 321 Ferntree Gully Road, Mount Waverley

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 Chief Operating Officer and Senior Vice-President is responsible for the Monash University Administration portfolio, which includes the majority of the University’s internal and infrastructure support services.

The Office of the General Counsel (OGC) is the central office within the University to deal with legal issues. The office provides comprehensive legal advice and services to management and staff on University related matters, and coordinates access to external legal services. The OGC does not provide legal advice to students nor does it advise staff on personal matters.

POSITION PURPOSE

The Legal Operations Manager is responsible for providing leadership across the OGC in a range of complex and specialised administrative services and is integral in supporting OGC strategies, services and initiatives. The Legal Operations Manager assists the General Counsel by providing expert advice, training and guidance to administrative staff within OGC. The Legal Operations Manager is a key liaison point between the OGC, University and internal and external stakeholders.

Reporting Line: The position reports to the General Counsel/Deputy General Counsel under broad direction, working with a considerable degree of autonomy

Supervisory Responsibilities: The position supervises all 3 administrative staff members

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

Budget Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Coordinate and administer the delivery of a high quality program of services, systems and administrative processes in accordance with best practice and the policies, procedures and strategic priorities of the University and OGC
2. Provide leadership and supervision (including conducting performance reviews) to the administrative team, including overseeing compliance with policy and procedure and encouraging a strong customer focus

3. Lead and manage projects as required within the Office of General Counsel and represent the OGC in meetings, working groups and other forums, as required

4. Develop, lead and implement an ongoing operational framework aimed at achieving continuous quality and service improvements in activities and operations performed within the OGC, and ensure strong relationship management principles are reflected in partnership engagement

5. Undertake complex reviews, investigations and analyses, evaluating the performance of the OGC against strategic goals and objectives, and implement an ongoing risk analysis framework to identify areas of potential legislative or policy based exposure, ensuring compliance monitoring and sound governance structures to support the portfolio’s activities

6. Manage the strategic communications of the Office of General Counsel, developing consistent messaging and continuing to build on the profile of the portfolio

7. Manage a work environment of continuous review and improvement by overseeing and reporting on process and service efficiency and implementing performance improvement measures

8. Provide expert and authoritative advice, guidance and training as required in the areas of service, functional or administrative expertise

9. Contribute knowledge and expertise towards a range of processes, such as policy development, governance, management decision-making, change management, compliance, quality and performance reporting

10. Build and sustain relationships with an extensive network of colleagues, clients and ensure efficiency of functional operation or service delivery

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - Postgraduate qualification in business or practice management or other relevant field and extensive relevant experience; or
   - significant management or legal operations experience of a complex and specialised function; or
   - an equivalent, alternate combination of relevant knowledge, training and experience

**Knowledge and Skills**

2. Proven capacity to provide leadership within a complex function including leadership of direct reports, staff and peers, in order to provide maximum strategic benefit and achievement of planned goals and objectives

3. Highly developed planning and organisation skills, with experience establishing priorities, implementing improvements, and meeting deadlines

4. Highly developed interpersonal and communication skills with the ability to prepare professional documentation for various audiences and provide expert advice in areas of specialised or functional knowledge

5. Highly developed administrative skills, including a high degree of computer literacy, program and project coordination, record keeping and report compilation

6. Demonstrated analytical, research and problem solving skills and the ability to identify and recommend solutions to challenging issues

7. Excellent consultative, verbal communication and interpersonal skills, particularly as demonstrated in the successful development and management of relationships, with a significant capacity to persuade and negotiate
8. Highly developed numerical, conceptual and analytical skills, including the ability to identify emerging issues, trends and risks and evaluate potential impacts

9. Highly developed written and presentation skills and a demonstrated capacity to formulate practical policy and strategy solutions and develop viable business cases

10. Proven financial and staffing resources management and leadership ability at a senior level and the capacity to perform positively and enhance team capability in a dynamic and changing environment

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

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.