PROGRAM COORDINATOR

DEPARTMENT/UNIT  Monash Centre for Professional and Monash Online Education

FACULTY/DIVISION  Deputy Vice-Chancellor and Vice President (Education)

CLASSIFICATION  HEW Level 6

DESIGNATED CAMPUS OR LOCATION  Clayton campus

ORGANISATIONAL CONTEXT

There’s a certain feeling you get from working at Monash University. It’s the feeling that you’re a part of something special. Something significant. So if you’re looking for the next chapter in your career, it’s here. You’ll be given the opportunity to challenge yourself, build on your skills, and make a significant contribution to a workplace that’s filled with energetic and inspiring people. Talent thrives here - and so do truly satisfying careers. Discover more at 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, 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 Monash Centre for Professional Development and Monash Online Education (MCPD&MOE) has strategic and administrative oversight of Monash’s Online Award and Professional Development courses and micro-credentials across the University. The Centre is tasked with growing these new business streams and maximizing revenue, to the benefit of partner Faculties and the whole University. The Centre works with Monash academics and relevant external organisations and experts to produce and teach into Monash Online and Professional Development courses, oversees quality assurance for these offerings, and ensures that all courses and students are captured through University systems. It is a Centre of excellence in the design and development of
contemporary courses, fully aligned with the “Excellent” Education pillar of Focus Monash that calls for the transformation of our pedagogy and the appropriate use of technology. The course design and development capabilities and capacity within the Centre allow the University to fully meet customer expectations, particularly in Business to Business (B2B) and Business to Government (B2G) opportunities, bringing flexibility to both modular course design and online/blended delivery.

**POSITION PURPOSE**

The Program Coordinator is responsible for the end-to-end management and coordination of all Monash Centre for Professional Development and Monash Online Education courses and special projects, administration and reporting, including reporting on the course and projects budget and expenditure. The Program Coordinator works with course faculties to develop course materials, support course planning, delivery, venues, logistics and evaluation, as well as negotiate with external vendors and providers.

With a focus on operational excellence, the Program Coordinator supports all aspects of the course and special project participant life cycle such as enquiries, correspondence, logistic support to international and interstate participants, enrolments and records management, and course evaluations. The position also works closely with business development managers in the Enterprise and Governance portfolio on commercial opportunities in professional development education.

The position operates with excellence in process and judgement and to provide sound and timely advice and support to the Centre Head, Centre Director, and special project participants, faculty staff and other stakeholders.

**Reporting Line:** The position reports to the Head, Monash Centre for Professional Development & Monash Online Education (MCPD & MOE) under general direction

**Supervisory Responsibilities:** The position may supervise casual and temporary staff as required

**Financial delegation:** Not applicable

**Budgetary responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

1. Undertake high-level course development co-ordination duties, including: working with stakeholders include Faculties, Industry partners, and service units to scope and plan delivery of professional and continuing education programs, producing project documentation, reports and presentations, assigning and co-ordinating project tasks with other stakeholders, monitoring and reporting against budget, timeframes and other performance indicators, managing a schedule of meetings to facilitate communication and generate momentum amongst project stakeholders

2. Plan, develop, implement and manage a range of complex administrative tasks including scheduling, providing services, co-ordinating projects, supporting committees, producing reports and allocating resources in accordance with agreed standards and timeframes

3. Provide supervision and guidance to a small team where applicable, including overseeing compliance with University and legislative policies and encouraging a strong customer focus

4. Deliver effective service to clients, including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements

5. Work in close collaboration with Business Development Managers from the Enterprise Portfolio on industry partnerships and commercial opportunities in professional development education

6. Provide sound and timely specialist advice and support to other staff, clients and stakeholders in areas of administrative and service responsibility

7. Actively participate in, develop and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence
8. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders domestically and internationally to support and facilitate efficient service delivery

9. Contribute to the development of communication strategies for internal and external stakeholders regarding professional development and Monash Online education. Preparation and analysis of reports on professional and continuing education programs for both administrative and strategic purposes

10. Identify risks relating to programs and implement risk mitigation strategies

11. Other duties as directed from time to time

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - a degree in a relevant field with subsequent relevant experience, or
   - project management experience and specialist expertise or broad knowledge in educational and administrative fields, especially in the management of non-award continuing professional education programs or
   - an equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

2. Excellent project management, business development, and 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. Demonstrated evidence of quality management and implementation of non-award professional development courses in the health professions

5. Hands on approach to service provision and a strong commitment to excellence in customer service

6. 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

7. Strong analytical and problem-solving skills

8. 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

9. Highly developed computer literacy, including the use of Monash learning management and administration systems such as Callista and Moodle, or demonstrated ability to quickly adapt to and learn new systems

10. Demonstrated attention to detail and ability to maintain and update online systems with accuracy

**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
GOVERNANCE

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.