ADMINISTRATIVE OFFICER

DEPARTMENT/UNIT Monash Rural Health

FACULTY/DIVISION Faculty of Medicine Nursing and Health Sciences

CLASSIFICATION HEW Level 4

WORK LOCATION Warragul

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 University's largest research faculty. World-class researchers work across disciplines including laboratory-based medical science, applied clinical research, and social and public health research. The faculty is home to a number of leading medical and biomedical research institutes and groups, and has contributed to advances in many crucial areas. Our expertise in life sciences and biomedicine is recognised both nationally and internationally.

From a teaching perspective, our education curriculum covers a range of disciplines, including medicine, nursing, radiography and medical imaging, nutrition and dietetics, paramedic studies, biomedical sciences, physiotherapy, occupational therapy, behavioural neurosciences and social work. We take pride in delivering outstanding education in all courses, in opening students to the possibilities offered by newly discovered knowledge and in providing a nurturing and caring environment. To learn more about the faculty, please visit www.monash.edu/medicine.

Monash Rural Health (MRH) is a school within the Faculty of Medicine Nursing and Health Sciences that carries a mandate to improve the health status of regional, rural and remote communities in Australia, and more specifically in Victoria. We are committed to a sustainable rural health workforce and are achieving these outcomes through the development and implementation of medical and health professions education programs in underserved regional and rural communities, and by undertaking targeted research programs that address priority health problems in rural populations.

Monash Rural Health is broadly divided into two regions where it has major regional academic sites in southeast and north-west Victoria. Monash Rural Health encompasses the:

- Graduate entry MD Year A program at MRH Churchill
- Regional academic sites dedicated to regional and rural medical education at Mildura, Bendigo, and Gippsland
- Rural Nursing and Allied Health (RNAH) unit, which is dedicated to education, student placement support and research across the fields of nursing and allied health
• Office of Head of School, responsible for Rural Health Education Programs, Research, Finance, Operations/Planning, and Marketing/Communications

For more information about us and the work we do, please visit: [www.monash.edu/medicine/srh](http://www.monash.edu/medicine/srh).

**POSITION PURPOSE**

The Administrative Officer is responsible for the provision of professional administrative services to support the effective delivery of all education and research programs at Warragul. This includes provision of a range of services relating to office administration, student and staff support, engagement with stakeholders and assisting with event arrangements. Other duties will include assisting with accommodation bookings, enquiries, inspections and general tasks assigned by the Senior Officer.

The Administrative Officer is the first point of contact for enquiries from students, academics, professional staff, clinical staff and the public and as such, provides sound and timely advice and support to all stakeholders.

**Reporting Line:** The position reports to the Senior Officer, Warragul and Leongatha under general direction

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

**KEY RESPONSIBILITIES**

1. Provide professional, service-oriented reception and customer service to staff, students and the public in accordance with best practice guidelines, policy, procedure and protocols

2. Provide a range of administrative tasks and services including undertaking established processes, providing front-line services, responding to queries, maintaining supplies, providing administrative support to committees, assisting with events and producing reports

3. Deliver general administrative and practical support services that assist the smooth running of the office; ensure that office equipment is in working order and that all relevant rules, regulations and processes are followed

4. Maintain service standards, including those applying to privacy, confidentiality and procedures for issues resolution

5. Assist with input and maintenance of records, websites, social media platforms and reports

6. Provide advice to students, staff and other stakeholders in areas of administrative and service responsibility

7. Assist the RNAH Administrative Officer with the student accommodation booking process using the online accommodation portal

8. Provide feedback and suggestions about improvement of services. Contribute to and participate in activities to ensure a positive workplace culture

9. Develop and maintain excellent working relationships with a range of contacts including stakeholders and use these to facilitate communication

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - A diploma level qualification with relevant work related experience; or
   - an equivalent combination of relevant experience and/or education/training
Knowledge and Skills

2. Strong administration skills and experience and a demonstrated capacity to deliver effective processes and systems
3. Sound organisational skills, including the ability to manage time and meet deadlines
4. Experience in front-line customer service with a demonstrated commitment to excellence
5. Ability to work as an effective member of a team as well as independently under general supervision
6. Strong attention to detail and accuracy
7. Well-developed communication skills, including the ability to draft documentation and interact positively with colleagues, students and other stakeholders
8. Demonstrated computer literacy, data entry and word-processing skills including experience using Microsoft Office
9. Experience in medical related administration and/or familiarity with medical terminology

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

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.