VISITOR PROGRAM ADMINISTRATIVE OFFICER

DEPARTMENT/UNIT  Engagement and Marketing Services
FACULTY/DIVISION  Faculty of Business and Economics
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 Monash Business School operates across three of Monash’s Australian campuses; Caulfield, Clayton and Peninsula, as well as the Monash city location in the heart of Melbourne’s CBD. Together with business schools in South Africa and Malaysia, it makes up Monash University’s Faculty of Business and Economics.

The Monash Business School is structured into seven discipline-based departments (Accounting, Banking and Finance, Business Law and Taxation, Econometrics and Business Statistics, Economics, Management, and Marketing) as well as a number of research centres, units and groups in specialist areas such as behavioural economics, development economics, employment and work, finance, global business, and retail studies. To learn more about the Monash Business School, please visit our website, www.business.monash.edu.

To support the core operations and strategic priorities of Monash Business School, administrative functions are divided into seven dedicated areas: Engagement and Marketing Services, Finance Services, Leadership and Executive Education Services, Operational Services, Performance and Quality Services, Research Services, and Student and Education Services. Each service division has areas of functional specialisation that are aligned with central functions in the co-delivery of services, fostering excellence in service delivery, and capitalising on strategic opportunities for growth and diversification in research and education.

The Engagement and Marketing Services group plays a critical role in supporting initiatives to enhance and extend the brand, prestige and reputation of the Monash Business School and to develop meaningful and outcome-focussed relationships with industry, government and professional communities. In addition, the group provides services to support student career development and to foster relationships with alumni. The Engagement and Marketing Services group includes the specialist areas of Communications, External Engagement, International Partnerships and Student Recruitment.
POSITION PURPOSE

The Visitor Program Administrative Officer sits within the External Engagement team which is one of four key portfolios within the broader Engagement & Marketing Services group. This position is responsible for providing a range of professional and high quality administrative services to specifically support the delivery of the Business School’s extensive Visitor Program. This involves coordinating end to end visitor support services including letters of invitation, travel, accommodation and local facility allocation support, as well as payments and reimbursement of expenses. In addition, the position maintains comprehensive records and provides a range of visitor related reports.

The Visitor Program Administrative Officer is an outward facing role, with direct contact with a wide range of visitors, VIPs and other external stakeholders from around the world. As such, the position has a focus on providing accurate and timely services, together with outstanding customer service.

Reporting Line: The position reports to the Senior Visitor Program Coordinator, under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Implement and deliver a range of effective administrative tasks including managing processes, providing services, responding to queries, advising on policy and process, supporting committees, project administration and producing reports in accordance with agreed standards and timeframes

2. Provide high levels of customer service in accordance with best practice guidelines, policy and procedure

3. Maintain service standards including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements

4. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports

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

6. Participate in and implement continuous improvement activities relating to service practices, quality assurance and customer service excellence

7. Maintain effective working relationships with colleagues, clients and other stakeholders to support and facilitate service delivery

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. Excellent administration skills and a demonstrated capacity to deliver effective operational processes and systems
3. Demonstrated organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines

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

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

6. Demonstrated analytical and problem-solving skills

7. Well-developed written and verbal communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues

8. Highly developed computer literacy, including experience using business software such as Microsoft Office and Google suite of products

9. Excellent relationship and rapport building skills and experience in providing accurate and responsive services to senior education, business or government leaders

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
- The incumbent is required to hold a valid Driver’s Licence

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.