WORK INTEGRATED LEARNING OFFICER

DEPARTMENT/UNIT: Information Technology Faculty Office

FACULTY/DIVISION: Faculty of Information Technology

CLASSIFICATION: HEW 5

WORK LOCATION: Clayton 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 Faculty of Information Technology aims to lead global IT research and education. Our strong reputation and international profile attracts the best students worldwide and we offer a range of accredited courses that transform our graduates into highly skilled and sought after IT professionals, equipped to work globally. Our research is multidisciplinary, multi-campus and multinational, giving us a unique capacity to reach out further and deeper than any other institution in Australia. Our research priorities are both technically ambitious and embedded in everyday life. To learn more about the Faculty and the exciting work we do, please visit our website: www.infotech.monash.edu.au/.

POSITION PURPOSE

The Work Integrated Learning Officer provides a range of professional and high-quality administrative services to support the effective operation of the student engagement function. This function includes the Work Integrated Learning (WIL) program, comprising Industry Experience (IE), Industry Based Learning (IBL) and other student work related placements and programs.

The position is responsible for undertaking a variety of administrative tasks including assisting with organisation of events, activities and mail-outs, establishing and maintaining administrative systems, documenting processes and procedures, dealing with routine enquiries and maintaining excellent working relationships with internal and external stakeholders. The Work Integrated Learning Officer provides administrative support for projects and programs with a focus on excellence in process and judgment and provision of sound and timely advice and support to WIL functions.

Reporting Line: The position reports to the Student Engagement & Employability Manager

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable
KEY RESPONSIBILITIES

1. Implement and deliver a range of effective administrative tasks relating to WIL programs, including managing processes and systems, responding to queries, advising on policy and process, supporting committees, project and event 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.

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.