BUSINESS SYSTEMS AND COMPLIANCE MANAGER

DEPARTMENT/UNIT: Monash Residential Services

FACULTY/DIVISION: Campus Community Division

CLASSIFICATION: HEW Level 8

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 Campus Community Division is charged with leadership, management and innovation in the provision of high quality non-academic services to students and staff at Monash. The Campus Community Division comprises Chaplaincy; Childcare; Counselling and Mental Health Programs; Careers, Leadership & Volunteering; Non-Residential Colleges; Residential Services; Safer Community Unit; Social Justice Unit; Student Engagement & Support Programs; Monash Sport; TeamMONASH; and University Health Services. For more information about the work we do, please visit www.monash.edu/campuscommunity.

Monash Residential Services provides a range of on and off-campus accommodation options and services to students, staff, the business community and short-term visitors to Monash University. For information about the services we provide, please visit our website www.monash.edu/accommodation.

POSITION PURPOSE
The Business Systems and Compliance Manager supports the Director, Monash Residential Services in the delivery of innovative business systems solutions in line with the department’s strategic objectives of excellence in service delivery, improvement in productivity and efficiency. This includes working with a range of internal and external stakeholders to manage a range of strategic and operational activities including providing end-to-end support across Monash Residential Services’ key areas Residential Support, Operations, Administration and Food Services. This also includes managing the delivery of various accommodation Business Systems projects, through the entire life cycle of the software development and delivery of the solution. The position provides the Monash Residential Services leadership team advice in the delivery of high-level professional services and effective achievement of strategic and operational priorities.

The position will also assist Monash Residential Services to comply with all University policies, and relevant Acts of Parliament.
Reporting Line: The position reports to the Director, Monash Residential Services under broad direction.

Supervisory Responsibilities: This position provides direct supervision to casual and temporary staff as project resourcing requires.

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

Budget Responsibilities: Not applicable.

KEY RESPONSIBILITIES

1. Contribute to strategic planning and the implementation of business systems into Monash Residential Services’ operations, and the achievement of goals relevant to the functional area.
2. Manage and co-ordinate the operation of a complex administrative or technical function in accordance with University policies, procedures and strategic priorities, including the provision of sound advice and support to business continuity in times of crisis.
3. Lead the technical management of the Monash Residential Services website in collaboration with other functional areas.
4. Manage and co-ordinate a work environment of continuous review and improvement of business practices, operational processes and service provision.
5. Undertake research, data analysis and management in areas of functional specialisation, including regular business reporting.
6. Manage, co-ordinate and deliver on business systems projects, the review and development of policy and procedure, and compliance and quality processes relevant to Monash Residential Services.
7. Manage and oversee risk, compliance and quality assurance processes for the functions managed, including regular monitoring and reporting in accordance with University and legislative requirements.
8. Develop and maintain strong partnerships as a trusted advisor and collaborator with other business units, functional areas and key staff, including provision of expert business systems and compliance advice and solutions based on research.

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or
   - extensive experience and management expertise; or
   - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Excellent operational management and customer service skills with proven ability to provide authoritative technical and policy advice.
3. Highly developed project management, planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines.
4. Demonstrated management experience in a matrix, or large and complex management structure.
5. Highly developed analytical, conceptual, evaluation and research skills including demonstrated ability to deliver positive solutions to complex problems.
6. Highly developed interpersonal and communication skills with the ability to negotiate, influence and build consensus at senior levels.
7. A working knowledge of legislations relevant to residential services functions and activities such as Privacy and Data Protection

8. Demonstrated experience in the provision of IT related advice to deliver solutions in relation to business systems

OTHER JOB RELATED INFORMATION

• The incumbent is required to hold a current satisfactory Working With Children Check
• 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.