COURSE ADMINISTRATION COORDINATOR

DEPARTMENT/UNIT School of Biomedical Sciences

FACULTY/DIVISION Faculty of Medicine, Nursing and Health Sciences

CLASSIFICATION HEW Level 6

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 Medicine, Nursing and Health Sciences, is the largest faculty at Monash University, and offers the most comprehensive suite of professional health training in Victoria. We consistently rank in the top 40 universities worldwide for clinical, pre-clinical and health sciences.

We want to improve the human condition. That is our vision - it has no expiration date. Through academic health centres, other translational models and by educating the healthcare workforce of the future, our staff, students and alumni directly improve quality of life.

Setting the global health care agenda, the Faculty aspires to lead in all areas of research activity and influence local, national and international policy to improve health and social outcomes and health inequalities. We've made a major impact in the world of medical research and become globally recognised for our quality education of over 41,000 doctors, nurses, and allied health professionals.

We are ambitious and aim to maintain our position as a leading international medical research university. We’re recognised for the breadth and depth of our research, for our commitment to translational research, for the quality and scale of our research capability, and as a thriving biotechnology hub. To learn more about the faculty, please visit monash.edu/medicine.

POSITION PURPOSE
The Course Administration Coordinator is responsible for providing a range of high-level administrative services to support both academics and students, in the context of course and student lifecycles for the Bachelor of Biomedical Sciences.

With a focus on operational excellence and working as part of a broader team, the Course Administration Coordinator supports all aspects of the student life cycle such as student enquiries, enrolments, orientation, assessment, system management and administrative support for course planning, delivery and evolution,
By adopting a case management approach to service delivery, this position provides hands on support and expertise in resolving more complex student academic progress issues.

The Course Administration Coordinator operates with excellence in process and judgement to provide sound and timely advice and support to clients, staff and other stakeholders.

**Reporting Line:** The position reports to the Director of Education (Biomedicine Discovery Institute)

**Supervisory Responsibilities:** This position provides direct supervision to one staff member

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

### KEY RESPONSIBILITIES

1. Plan, implement and coordinate a program of complex administrative processes and systems including scheduling, providing services, co-ordinating projects, supporting committees, producing reports and allocating resources in accordance with agreed standards and timeframes

2. Deliver high-level and effective service to clients, including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements

3. Actively participate in, develop and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence

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 specialist advice and support to other staff, clients and stakeholders in areas of administrative and service responsibility

6. Contribute to and support a range of processes such as policy development, governance, management decision-making, change management, compliance, quality and performance reporting

7. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders to support and facilitate efficient service delivery

### KEY SELECTION CRITERIA

**Education/Qualifications**

1. The appointee will have:
   - A degree in a relevant field with subsequent relevant experience; or
   - extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or
   - an equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

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

5. Demonstrated ability to work as an effective member of a team as well as the ability to exercise high levels of independence, flexibility, judgement and initiative

6. Strong analytical and problem-solving skills
7. 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

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 valid Working with Children’s Check is required

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.