

OFFICE COORDINATOR

DEPARTMENT/UNIT	William Cooper Institute
FACULTY/DIVISION	Office of the Deputy Vice-Chancellor (Indigenous) and Senior VP
CLASSIFICATION	HEW Level 6
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the [challenges](#) of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and [diversity](#). When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an [inclusive workplace culture](#) for our staff regardless of ethnicity or cultural background. We have also worked to improve [gender equality](#) for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – [#Changelt](#) with us.

ABOUT THE OFFICE OF THE DEPUTY VICE CHANCELLOR (INDIGENOUS) AND SENIOR VICE-PRESIDENT

The Office of the Deputy Vice Chancellor (Indigenous) serves as a vital hub for Indigenous education, research and community engagement, and provides a clear mechanism through which the University hears Indigenous voices. It strives to advance Indigenous knowledge and perspectives and enhance Monash's ability to foster a culturally relevant and inclusive environment for Indigenous students and staff.

The portfolio drives Indigenous advancement and promotes active participation among students and staff. With a focus on growth, the portfolio has ambitious targets of growth in Indigenous students exceeding government targets; growth in Indigenous leadership; and growth of the University's contribution to Indigenous Nations on whose lands we operate.

Through the Indigenous portfolio, Indigenous leaders will have increased capacity and empowerment to strengthen Monash's research and learning and teaching. They will address future challenges, through meaningful strategic decision-making grounded in Indigenous lived experience and expertise. Ensuring that Indigenous voices are amplified, fostering self-determination and playing an influential role in shaping the university's direction.

Monash and the William Cooper Institute values staff diversity and champions inclusive practices. We are committed to equitable decision making and apply the principles of [achievement relative to opportunity](#) in our selection processes.

POSITION PURPOSE

The Office Coordinator is the first point of contact for various stakeholders including students, academics, professional staff and the general public. This role is essential in presenting a professional image of the William Cooper Institute.

The Office Coordinator provides high-level administrative support to the office and its programs. Key responsibilities include; supporting projects, events and initiatives; managing general administrative tasks for the Indigenous Student Services and Indigenous Outreach teams within the William Cooper Institute.

The includes a broad range of office management and administration tasks such as; resolving issues and processing data in systems BEIMS, Concur, Coupa, V Permit; managing supplier relationships, travel arrangements, ordering office supplies, and handling purchasing and security requests for senior managers; ensuring the office space, kitchen, student lounge and study areas are kept organised and clean.

The Office Coordinator will foster strong relationships with both internal and external stakeholders, working collaboratively across the team on events, projects and initiatives that support the Deputy Vice-Chancellor Indigenous and the William Cooper Institute's objectives.

This position requires a commitment to excellence in process and judgement, providing timely and sound advice to the Director, senior managers, staff, students and other stakeholders.

Reporting Line: The position reports to the Director of the William Cooper Institute

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Deliver effective administrative processes and office support services including managing processes, advising on policy and process, supporting and coordinating meetings, projects and events, producing reports, drafting and preparation of documents, travel and venue arrangements; all in accordance with agreed standards and timeframes
2. Provide a range of executive support and office administration services including: facilitating communication and work flow, producing and editing papers, briefings, presentations and other written advice, calendar and travel management, meeting coordination, applying and advising on policy and coordinating events such as workshops, functions and conferences

3. Provide a range of administrative services including front line services, responding to queries, dataset management, ordering supplies and catering, maintaining office facilities and providing administrative support to the team
4. Promote the development of collaborative, cooperative and productive working relationships within and across the William Cooper Institute ensuring effective integration with all teams to provide excellent customer service outcomes
5. Deliver high-level and effective service to clients, including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
6. Actively participate in, develop and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence
7. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports
8. Provide sound and timely specialist advice and support to other staff, clients and stakeholders in areas of administrative and service responsibility
9. Contribute to and support a range of processes such as policy development, governance, management decision-making, change management, compliance, quality and performance reporting
10. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders to support and facilitate efficient service delivery
11. Other duties as directed from time to time

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, 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
- Candidates are required to complete the Good Character and Reputation declaration prior to appointment
- A current satisfactory Working With Children Check is required
- This position will require a successful National Police Record check

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.