



Department Manager

Department/Unit	Monash Business School
Faculty/Division	Faculty of Business and Economics
Classification	HEW Level 8
Work location	Caulfield campus
Date document created or updated	September 2017

Organisational context

There's a certain feeling you get from working at Monash University. It's the feeling that you're a part of something special. Something significant. So if you're looking for the next chapter in your career, it's here. You'll be given the opportunity to challenge yourself, build on your skills, and make a significant contribution to a workplace that's filled with energetic and inspiring people. Talent thrives here – and so do truly satisfying careers. Discover more at www.monash.edu.

The **Monash Business School** undertakes education, research, consultancy and community engagements across all the main business and economics disciplines. It offers a comprehensive selection of awards including bachelor degrees, specialist master degrees by coursework, the Master of Business Administration (MBA), masters by research, and the PhD. Student numbers exceed 16,000 EFTSL, making it one of the largest business education providers in Australia.

The Monash Business School operates across three Australian campuses (Caulfield, Clayton and Peninsula) and, together with business schools in South Africa and Malaysia, 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) along with the specialist Leadership and Executive Education unit and 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, <http://www.monash.edu/business>.

To support the core operations and strategic priorities of the Monash Business School, administrative functions are divided into seven dedicated teams: 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 team 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 Operational Services group plays a critical role in consolidating and ensuring optimal operational support for the departments and business units of the Monash Business School. Operational Services provided include those relating to the effective allocation and management of physical space and infrastructure, and managerial and administrative support to departments and other business units, including the Office of the Dean. The Operational Services group includes the specialist areas of Facilities Management, Operational Services, Department Management and Dean's Office support.

Position purpose

The Department Manager provides high level leadership and operational management to the relevant department, and with delegated authority represents the Head of Department in interactions with internal and external communities. The Department Manager plays a critical role as the interface with school and university's administrative functions, planning and negotiating services to meet departmental needs.

The Department Manager provides expert advice to the Senior Operational Services Manager, Head of Department and department staff and plays a critical role in supporting academic staff to enhance research, learning and other scholarly activities and outcomes.

The Department Manager is responsible for strategic, business and operational planning and management of the departmental physical, IT and administrative resources. This includes day-to-day operations management such as resource allocation, oversight of staff workloads, timesheet management, teaching support and resourcing, maintenance of physical infrastructure, space utilisation and delivery of effective administrative systems. The position also oversees compliance with resource-related legislation and university policy, including Occupational Health and Safety.

The Department Manager plays a critical role in allocating and monitoring departmental annual budgets and works closely with the Head of Department to exercise strong and prudent management of operating and other funds.

Reporting Line: The position reports to the Senior Operational Services Manager, under broad direction, working with a degree of autonomy

Supervisory Responsibilities: This position provides direct supervision to two staff members

Financial delegation and/or budget responsibilities: The position has an authorised financial delegation of \$20,000

Key responsibilities

1. Contribute to strategic planning 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
3. Manage and develop a highly trained, motivated and efficient team with a strong customer focus
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. Exercise strong budget management for the business unit managed, where required
7. Manage and co-ordinate projects, the review and development of policy and procedure, and compliance and quality processes relevant to the functional area
8. Develop and maintain strong partnerships with other relevant business units, functional areas and key staff, including provision of expert advice
9. 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
10. Promote ethics, responsibility and sustainability in the workplace consistent with the principles for responsible management education (PRME) and the globally responsible leadership initiative (GRLI)

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 planning and organisational skills, with experience establishing priorities and meeting deadlines
4. Managerial experience in a matrix or large and complex management structure
5. Staff management experience with the ability to motivate and develop high performance team committed to excellent service
6. Highly developed analytical and conceptual skills including demonstrated ability to deliver positive solutions to complex problems
7. Highly developed interpersonal and communication skills with the ability to negotiate, influence and build consensus at senior levels
8. A sound understanding of the higher education sector including national education and research priorities and strategies
9. Demonstrated commitment to a culture of continuous improvement including the identification of process/procedure improvements and identifying ways of exceeding customer and stakeholder expectations

Other job-related information

- Travel to other campuses of the University will 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.