



Team Supervisor, Professional Services

Department/Unit	BPD Business Support
Faculty/Division	Buildings and Property Division
Classification	HEW Level 7
Work location	Clayton campus
Date document created or updated	January 2018

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. And that's because you're not just starting your career, or taking on a bigger challenge. You're making a real contribution – surrounded by energetic, inspiring people who are driven to make a difference as well. Monash is a place where you'll be able to develop your career in exciting, sometimes unexpected ways – putting you in the best possible position for a rewarding future. Discover more at www.monash.edu

The position is located within our **Buildings and Property Division (BPD)**. We provide facility management and support services for the teaching, research and business functions of the University. For more information about the work we do, please visit our website: www.fsd.monash.edu.au/.

BPD Business Support provides a broad range of professional services for both the Division and directly to the University. Internally teams provide administrative, change management, risk, compliance, communications and reporting capability. Externally teams provide professional services in the areas of OHS, wellbeing and environmental sustainability. In addition, Business Support provides the first contact point customer service and client relationship management.

Position purpose

The Team Supervisor, Professional Services is responsible for a team of professional services officers providing a wide range of administrative, financial and procurement services across the division, impacting directly on divisional operations and budgets and interacting regularly with other areas of the University such as Finance, Procurement and eSolutions.

The position will be instrumental in expanding and developing the level, range and complexity of services provided to the Division and wider university community by this team and Professional Services.

Using expert knowledge and experience, the role of Team Leader Professional Services is critical to the management and co-ordination of the recovery of divisional expenditure, including utilities, construction projects, works and services.

Reporting line: The position reports to the Client Liaison and Administration Manager under broad direction

Supervisory responsibilities: This position provides supervision to a team of 6 professional staff and casual staff when required

Financial delegation and/or budget responsibilities: Financial delegation is commensurate with delegation authority register and holds financial authority of up to \$10,000

Key responsibilities

1. Lead and develop a team of professional staff providing administrative support to the Division, promoting excellence and continuous improvement in services delivery and anticipating resource demand during peak periods, allocating resources appropriately
2. Lead by example and foster understanding of financial processes and inform sound financial decision-making, coaching team members and other divisional staff on financial processes by sharing knowledge and providing expert advice
3. Manage staff workload distribution and lead the team through operational change and continuous improvement activities, fostering collaboration and communication in the team and with stakeholders
4. Be the recognised authority and leader of a complex financial recovery process, coordinating a number of teams within the Division and Finance Services and utilising multiple systems
5. Analyse data and systems in order to provide a comprehensive range of financial reports to senior management in addition to anticipating emerging issues and making recommendations
6. Provide regular and ad-hoc reporting on budget performance and other expenditure such as utilities and facilities
7. Build and sustain effective working relationships with a network of internal and external contacts and use these to aid communication and deliver consistent and excellent service
8. Apply extensive experience and organisational knowledge to develop a program of continuous improvement for administrative and recovery processes and work with other business units to implement changes
9. Stay abreast of, interpret, and guide others to comply with University policies, procedures and statutory requirements as they relate to finance and asset management

Key selection criteria

Education/Qualifications

1. The appointee will have:
 - a degree with substantial subsequent relevant experience in financial management and team leadership, or
 - extensive experience with expertise in finance management and team leadership working in a large and complex organisation, or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Demonstrated leadership skills or supervisory experience in leading, motivating and developing staff, with the ability to exercise a high-level of independence and sound judgement, inspiring a commitment to the provision of excellence
3. Proven experience in managing and coordinating expenditure recovery; providing funds management support associated with facilities management and construction project activities and understanding how activities and recommendations provided impact an organisation's financial position
4. Exemplary numerical, analytical and problem-solving skills with meticulous attention to

detail and comprehensive knowledge of SAP processes

5. Highly developed communication skills, with the ability to prepare a range of reports and documentation for various audiences and to interact positively and gain co-operation and commitment from a diverse range of stakeholders
6. Exceptional organisational and time management skills, experienced in prioritising multiple complex tasks to meet established and competing deadlines
7. Proven ability to exercise initiative and innovation particularly in the development and/or adaptation of procedures and policies

Other job-related information

- Overtime and out of hours work may be required
- There may be peak periods of work during which the 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.