



Business Improvement Coordinator

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. 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 **Buildings and Property Division (BPD)** provide facility management and support services for the teaching, research and business functions of the University.

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 for customer service and client relationship management.

Position purpose

The Business Improvement Coordinator is responsible for the day to day system and database administration of the facility maintenance and construction software. This includes scoping and managing business improvements which may result in software changes and upgrades. The role also provides user training to a large user group and liaises with software vendors. The role ensures that software is utilised in a consistent and compliant manner, and that data integrity and reporting mechanisms support the broad requirements of BPD and the University.

Reporting line: The position reports to the Manager, Professional Services under broad direction

Supervisory responsibilities: Not applicable

Financial delegation and/or budget responsibilities: Financial delegation is commensurate with delegation authority register. No budgetary responsibilities

Key responsibilities

1. Manage day to day system administration for several software packages supporting maintenance activities and ensuring that system functionality and data integrity meet the current and future needs of the University and BPD operations
2. Plan, prioritise and manage business improvement projects and oversee the development lifecycle with the vendors through to implementation. Manage regular system releases/upgrades with relevant vendors and key stakeholders
3. Design, develop and interpret custom reports and dashboards in accordance with the Division's performance and business reporting requirements
4. Prepare financial data files and analyse results to support the division's financial recovery activities
5. Provide expert advice and issue resolution to maintain business continuity and operation
6. Coordinate communications in relation to changes to systems and business processes to the user groups
7. Coordinate continuous improvement activities with key stakeholders including coordination of groups/committees and feedback mechanisms
8. Develop and sustain professional networks and relationships with a range of divisional and University staff to ensure the seamless integration into the University's operations
9. Develop and update training documentation and facilitate regular training events for new and existing users. Oversee the development and maintenance of standard operating procedures (SOPs)

Key selection criteria

Education/Qualifications

1. The appointee will have:
 - A degree with substantial experience in a system administration or business improvement environment, or
 - extensive experience in a facilities management field, or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Significant and demonstrated experience in administering SQL databases, web applications, web languages and various reporting tools, including user training and issue resolution in a facilities management or construction field
3. Demonstrated experience in software project management and highly developed analytical and problem solving skills. This includes the ability to devise and implement strategies that improve the performance of the work area or organisational business delivery
4. Highly developed organisational and time management skills, including the ability to work with a considerable amount of autonomy, prioritising large and complex volume of work and meeting conflicting deadlines
5. Demonstrated experience in data analytics and designing, developing and interpreting reports
6. Highly developed communication skills including demonstrated capacity to tailor communications to a broad variety of stakeholders, delivering effective presentations and writing clear and concise reports and correspondence
7. Knowledge of facilities management performance monitoring regimes and measures

Other job-related information

- Travel to other campuses of the University is required
- Possession of a current Victorian Driver Licence and/or a commitment to using alternative transport is required
- Overtime and out of hours work and some flexibility to working outside of normal hours will be required 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.