



## Position description

### Senior Student Services Coordinator

<b>Department/Unit</b>	Monash Business School
<b>Faculty/Division</b>	Faculty of Business and Economics
<b>Classification</b>	HEW Level 7
<b>Work location</b>	Caulfield campus
<b>Date document created or updated</b>	August 2016

#### Organisational context

Monash is a university of transformation, progress and optimism. Our people are critical to our success, 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, please visit [www.monash.edu](http://www.monash.edu)

The Monash Business School operates across all four Australian campuses (Berwick, 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) as well as 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.business.monash.edu>

To support the core operations and strategic priorities of the Monash Business School, administrative functions are divided into eight dedicated areas: Education Services, Engagement Services, Finance Services, Leadership and Executive Education Services, Operational Services, Performance and Quality Services, Research Services and Student Services. Each service division 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 Student Services group plays a critical role in delivering high quality student administration services to undergraduate and postgraduate students and staff, with a focus on customer service excellence, systems efficiency and compliance with University policy across multiple campuses. The Student Services group includes the specialist areas of Student Administration and Student Services Policy, Audit and Compliance.

#### Position purpose

The Senior Student Services Coordinator is responsible for the delivery of best practice student and academic services to Monash Business School students and staff. With a focus on operational excellence, the Senior Student Services Coordinator coordinates a comprehensive range of student life cycle services including student inquiries, course advice, orientation and transition, admissions, selection, enrolments, results processing, course completions, grievances, course transfers and other related activities.

The Senior Student Services Coordinator provides expert advice and reports to senior academic staff, and to relevant committees and planning groups on student service matters. The position also provides hands on support and expertise in the areas of admissions, selection, enrolment, orientation and transition and provide solutions to more complex post-graduate student related issues and concerns.

**Reporting Line:** The position reports to the Senior Student Services Manager

**Supervisory Responsibilities:** Not applicable

**Financial delegation and/or budget responsibilities:** Not applicable

## Key responsibilities

1. Contribute to planning and operational committees to share knowledge and expertise in the area of specialisation
2. Coordinate the delivery of a high quality service, function or administrative processes in accordance with University policies, procedures and strategic priorities
3. Provide specialist advice and/or training to staff, students, and/or other stakeholders in the area of service or administrative expertise
4. Coordinate 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 service or administrative specialisation, including regular business reporting
6. Implement and contribute to projects, policy review and development, governance matters, management decision-making, compliance and quality and performance reporting as required
7. Build and sustain relationships with other business units, clients and other internal and external stakeholders to ensure efficiency of administrative operations or service delivery

## Key selection criteria

### Education/Qualifications

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

### Knowledge and Skills

2. Demonstrated experience in high-level program administration and service provision, including project management skills and a focus on customer service excellence
3. Highly developed planning and organisational skills, with experience establishing priorities, implementing improvements and meeting deadlines
4. Advanced computer literacy, particularly with current business management software packages and their various application capabilities
5. Demonstrated relationship management skills and consulting skills including the ability to interact and negotiate with a variety of customers and stakeholders
6. Demonstrated analytical, research and problem solving skills and the ability to identify and recommend solutions to challenging issues
7. Well-developed interpersonal and communication skills with the ability provide expert advice and effectively prepare and present complex information
8. Significant experience in delivery of front-line services in a pressured and sometimes complex educational environment
9. The ability to interpret and implement policy within an education environment along with experience in ERP systems, such as Callista or SAP

## Other job-related information

- Evening shift work will be required
- Out of hours work, including weekends and public holidays may be required
- The position may necessitate travel to other campuses as required
- There will be a requirement to work additional hours from time to time

## 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.