

# INDIGENOUS ACADEMIC ENGAGEMENT OFFICER

**DEPARTMENT/UNIT**

Office of the Pro Vice-Chancellor (Indigenous) and William Cooper Institute

**FACULTY/DIVISION**

Portfolio of the Deputy Vice-Chancellor and Vice-President (Education)

**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.

The **Portfolio of the President and Vice-Chancellor** provides executive management and strategic advice to the Vice-Chancellor, leadership in the management and delivery of key strategic and cross-portfolio initiatives and University level governance. The portfolio is responsible for managing the University's global campuses, partnerships and affiliations, and is accountable for:

- External relations management
- Coordination of special events arranged on behalf of the Chancellor and the Vice-Chancellor
- Leadership in and development of relationships with a range of local and international stakeholders and partners, including alumni, benefactors, government, industry and strategic alliance affiliates

The **Deputy Vice-Chancellor and Vice-President (Education)** leads Monash University's integrated approach to education, framed by the Monash University Focus Monash Strategic Plan [www.monash.edu/about/strategic-direction/strategic-plan](http://www.monash.edu/about/strategic-direction/strategic-plan), and partners with Faculties and divisions to shape and deliver the University's education agenda. The portfolio is responsible for: Indigenous education and strategy, learning and teaching, social inclusion, strategic course development, student academic experience, academic course governance and, education policy and quality.

The William Cooper Institute sits within the Portfolio of the President and Vice-Chancellor and provides a point of focus for Monash University's engagement in Indigenous scholarships, including overseeing all Indigenous activities University-wide, representing the University externally in Indigenous matters. The Institute provides a range of support services to current and prospective Indigenous students.

## POSITION PURPOSE

---

The Indigenous Academic Engagement Officer is responsible for coordinating a range of complex services to support the strategies, programs and initiatives of the William Cooper Institute. The position supports the Manager, Indigenous Student Services by ensuring the successful delivery of Indigenous academic support and engagement programs across the University and provides specialist advice that contributes to the advancement of the University's objectives. This includes providing high-level support to enrolled Indigenous students through a range of support services, and referral to University and external services, where appropriate.

The role is a key liaison point between the portfolio, university and internal and external client groups, and works closely with internal partners such as faculties and central services when appropriate to support student progress, success and retention. The position will also lead in administering the Indigenous Academic Enhancement Program [IAEP] which provides academic support to Indigenous students through one-to-one and small group tutoring.

**Reporting Line:** The position reports to the Manager, Indigenous Student Services who will provides supervision under the leadership of the Director

**Supervisory Responsibilities:** This position provides direct supervision to casual staff

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

---

1. Undertake the tasks, activities and administrative processes in the student service systems that deliver support to Indigenous students via programs such as the Indigenous Academic Enhancement Program [IAEP], and the Indigenous Academic Advisor Program for Indigenous pathway students. This includes monitoring student engagement in support services, and providing academic progress reports
2. Deliver high-level and effective service to clients, including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
3. Actively participate in, develop and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence

4. Undertake the input and analysis of student data, including ensuring effective security, storage and distribution of student data, records and reports
5. Provide sound and timely advice as requested and support to other staff, clients and stakeholders including the Director of the William Cooper Institute, ensuring effective integration with Institute staff to provide excellent customer service outcomes
6. Contribute to and support a range of processes such as policy development, governance, management decision-making, change management, compliance, quality and performance reporting
7. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders to support and facilitate efficient service delivery
8. 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. Demonstrated experience in coordinating a successful program, administrative process or service, with a focus on delivering excellence in customer service
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
9. A demonstrated ability to communicate sensitively and effectively, including the requirement for proper negotiation and consultation, with Indigenous people on matters relevant to the delivery of education services to Indigenous people
10. A demonstrated knowledge and understanding of the Indigenous societies and cultures, including the issues affecting Indigenous people in contemporary Australia and the diversity of the circumstances of Indigenous people

## OTHER JOB RELATED INFORMATION

---

- Only Indigenous Australians are eligible to apply as this position is exempt under the Special Measure Provision, Section 12 (1) of the Equal Opportunity Act 2011 (Vic)
- 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
- A current satisfactory Working With Children Check is required

## 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.