

# SENIOR PROGRAM COORDINATOR - CAREERS

DEPARTMENT/UNIT	Career Connect
FACULTY/DIVISION	Monash Connect
CLASSIFICATION	HEW Level 7
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 – [#Changelit](#) with us.

The **Student Experience portfolio** brings a sharp focus to the entire student experience, an experience which extends beyond a classroom education and encompasses academic, social, cultural, and well-being aspects to foster student belonging, academic readiness, and confidence. The Student Experience portfolio brings together student-facing functions and capabilities from across the University to deliver a cohesive student experience. The portfolio enables the University to drive and advance our goals of widening participation of students from disadvantaged groups and facilitating their success, in line with Impact 2030.

**Monash Connect** is a world class and award-winning student engagement centre that forms a key part of the Chief Information Officer portfolio. It provides these frontline services in partnership with a wide range of business units from across the University. Services we provide include digital channel management, innovation and student insights as well as retention services and the operation of Student Service Centres at all Australian campuses. Through effective measurement and the collection of meaningful data on every enquiry, the Monash Connect team provides invaluable insight into the 'customer' journey and experience and is critical to realizing improvements to the student and staff experience across service channels through ongoing initiatives.

Career Connect (CC) offers a broad range of co- and extra-curricular programs designed to create transformative opportunities for students to acquire the experience, skills and attributes that optimise their employability, global citizenship and community engagement; smooth their transition from study to employment, and enable them to manage their careers in a global and rapidly evolving employment market.

We provide a range of programs and services for students, including those offered through Career Connect, Student Futures, Student Leadership Development and Volunteering at Monash (administered by the MSA). Guided by the Impact 2030 - Strategic Plan and the Sir John Monash ethos of service, we foster in our students a sense of responsibility to change the world for the better and equip them with the skills to do so.

## POSITION PURPOSE

---

The **Senior Program Coordinator (Careers)** provides a range of high-level project coordination and services to support the successful end-to-end delivery of Career Connect (CC) programs, in particular those delivered through CC, with the aim of optimising student engagement, satisfaction and success. The Senior Program Coordinator is a key liaison point between the program teams, Monash students, and various internal and external stakeholders. The Senior Program Coordinator works closely with these groups to ensure the timely and successful delivery of program deliverables to support student outcomes. The position assists the Manager, Career Services by developing documentation, communicating updates and reports and undertaking a variety of complex administrative duties to support project objectives.

**Reporting Line:** The position reports to the Manager, Career Services, operating under broad direction

**Supervisory Responsibilities:** This position provides direct supervision to a small number of casually employed students from time-to-time

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

---

1. Undertake a range of high-level project and program coordination duties, including: working with stakeholders to scope and plan program deliverables, monitoring and reporting against budget, timeframes and other performance indicators, managing a schedule of project meetings and planning and implementing change management strategies
2. Plan, undertake and oversee project and program related tasks, ensuring they are completed in accordance with agreed standards and timeframes and deliver career development program workshops and presentations, as and when required
3. Act as a key liaison point and subject matter expert in relation to program progress and objectives

4. Undertake research, analyse results, investigate options and provide recommended solutions to complex program related issues
5. Provide supervision and guidance to project team members, where required, including liaising with external consultants and contractors, with a focus on excellence in program delivery
6. Prepare position papers, briefings, reports and presentations for a range of audiences
7. Build and sustain relationships with an extensive network of internal and external stakeholders to support program objectives
8. Identify and report on risks to program and implement risk mitigation strategies
9. Other duties as directed from time to time

## **KEY SELECTION CRITERIA**

---

### **Education/Qualifications**

1. The appointee will have:
  - A degree qualification ideally as a career's practitioner or in a relevant field with extensive 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 coordinating a successful function, administrative process or service, with a focus on delivering excellence in customer service
3. High-level project management skills with a record of successfully coordinating or supporting projects through to completion in accordance with agreed standards, timeframes and budgets
4. Highly developed planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines
5. Demonstrated experience in delivering learning and development workshops or similar utilising instructional design models
6. Highly-developed relationship management skills, including the ability to interact with, and gain co-operation from a variety of stakeholders
7. High-level research, analytical and problem-solving skills and the ability to identify and recommend solutions to challenging issues
8. Excellent interpersonal and communication skills, including experience in developing professional documentation and delivering professional presentations
9. Demonstrated experience in managing student-related events and programs.

## **OTHER JOB RELATED INFORMATION**

---

- 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.