



# PROGRAM COORDINATOR (CAREERS)

DEPARTMENT/UNIT	Careers, Leadership and Volunteering
FACULTY/DIVISION	Campus Community Division
CLASSIFICATION	HEW Level 7
WORK LOCATION	Clayton campus

## ORGANISATIONAL CONTEXT

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Monash is a university of transformation, progress and optimism. Our people are our most valued asset, 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 and our exciting future, please visit [www.monash.edu](http://www.monash.edu).

The **Campus Community Division** is charged with leadership, management and innovation in the provision of high quality non-academic services to students and staff at Monash. The Campus Community Division comprises Chaplaincy; Childcare; Counselling and Mental Health Programs; Careers, Leadership & Volunteering; Non-Residential Colleges; Residential Services; Safer Community Unit; Student Engagement & Support Programs; Monash Sport; TeamMONASH; and University Health Services. For more information about the work we do, please visit <http://www.campuscommunity.monash.edu>.

**Careers, Leadership & Volunteering (CLV)** 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. Guided by the Focus Monash 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. For more information, please visit [www.monash.edu/career-connect](http://www.monash.edu/career-connect).

## POSITION PURPOSE

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The Program Coordinator (Careers) provides a range of high-level project coordination and services to support the successful end-to-end delivery of CLV programs, in particular those delivered through Career Connect, with the aim of optimising student engagement, satisfaction and success. The Program Coordinator is a key liaison point between the program teams, Monash students, and various internal and external stakeholders. The 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 two casual staff from time to time

**Financial Delegation:** Not applicable

**Budget Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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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
3. Deliver program workshops and presentations, as and when required
4. Provide clear guidance to team members, when applicable, including managing staff performance and development, and encouraging excellence and continuous improvements in service delivery
5. Act as a key liaison point and subject matter expert in relation to program progress and objectives
6. Undertake research, analyse results, investigate options and provide recommended solutions to complex program related issues
7. 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
8. Prepare position papers, briefings, reports and presentations for a range of audiences
9. Build and sustain relationships with an extensive network of internal and external stakeholders to support program objectives
10. Identify and report on risks to program and implement risk mitigation strategies

## KEY SELECTION CRITERIA

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### 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. 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
3. Highly developed planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines
4. Experience in staff supervision, including the ability to motivate and develop a small team and plan and allocate work to meet project objectives
5. Highly developed relationship management skills, including the ability to interact with, and gain co-operation from with a variety of stakeholders
6. High-level research, analytical and problem-solving skills and the ability to identify and recommend solutions to challenging issues

7. Excellent interpersonal and communication skills, including experience in developing professional documentation and delivering professional presentations
8. Advanced computer literacy with experience in the use of project management software and related application capabilities
9. Demonstrated experience in managing student-related events and programs

## **OTHER JOB RELATED INFORMATION**

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- Travel to other campuses of the University will 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
- The position requires a valid Working with Children Check

## **LEGAL COMPLIANCE**

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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.