

CLINIC SERVICES OFFICER

DEPARTMENT/UNIT	Law Clinics
FACULTY/DIVISION	Faculty of Law
CLASSIFICATION	HEW Level 5
DESIGNATED CAMPUS OR LOCATION	Monash Law Clinics (Melbourne CBD) and 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 groundbreaking 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.

Monash Law is the only Australian law school to operate from seven different locations on three continents, and with significant investment in three community legal centres. Our commitment to local communities and the local legal profession is as deep as our commitment to preparing our students and supporting our academics to make a difference in the world. We also have our dedicated Monash University Law Chambers situated in the heart of the Melbourne legal and judicial district that complements our Clayton base and legal clinics.

The Faculty has a vibrant research culture, with a strong commitment to diverse and innovative forms of high-quality and cross-disciplinary legal research that has governmental, professional, and social impact. We collaborate with world leaders in legal research and education throughout

Australia and internationally, and have demonstrated top-tier research intensive performance. Our staff are involved in ARC Discovery and Linkage grants and CRC projects. The Faculty also has a number of world-class research centres - the Castan Centre of Human Rights Law, the Australian Centre for Justice Innovation, and the Centre for Commercial Law and Regulatory Studies, and Eleos Justice on capital punishment - and also a number of energetic and emerging research groups including Feminist Legal Studies, Transnational Criminal Law, Commercial Dispute Resolution, Public Sector Law and Governance, and Law, Health and Wellbeing. Faculty staff are actively engaged in research including cross disciplinary research that supports the four major University themes – Artificial Intelligence and Data Science, Better Governance and Policy, Health Sciences and Sustainable Development.

We are proud of our world class and high-profile alumni who after 56 years have become leaders in their chosen professions within Australia and world-wide. They may be found in most courts, in a variety of businesses and industries and in the various arms of the legal profession, and some having an ongoing involvement in the Faculty.

The Faculty has strong alliances with other world class law schools in both education and research initiatives, some of whom partner with us to teach with us at our campuses in Prato, Italy and Malaysia.

For more information about the Faculty of Law, please visit our website: www.monash.edu/law.

Monash Law Clinics provide a range of community legal services and programs conducted by legal practitioners and supervised undergraduate and postgraduate law students. These services are conducted both to demonstrate the Faculty's professional capability and community commitment, and to provide a structured professional setting through which students can gain clinical experience in professional practice.

The Law Clinics comprise:

- **Monash Law Clinic** - Clayton an incorporated association established by the Monash Faculty of Law which provides a range of community legal services. This includes the Family Law Assistance Program which is an independent special program of the Monash Law Clinic - Clayton providing Family Law Legal Services
- **Monash Law Clinic** - Melbourne CBD which provides a range of community legal services.
- **South-East Monash Legal Service** an independent community legal service provider with which the Faculty has a joint venture agreement and which provides a range of community legal services

The Clinical Placement Program gives our students the opportunity to work on real legal work with one of our collaborating organisations. These organisations may be from the Judiciary, private practice, government, community and not for profit sector.

POSITION PURPOSE

The Clinic Services Officer provides professional reception and administrative services to support the Monash Law Clinics. As the first point of contact for visitors and callers, the Clinic Services Officer plays a key role in conveying the professional image of the Monash Law Clinics to staff, students and other visitors.

The Clinic Services Officer is an integral part of the administrative team and contributes to the efficient operation of the Monash Law Clinics. This includes delivering of a range of high-quality administrative services including continuous improvement of business operations; managing legal administrative processes and maintaining excellent working relationships with internal and external stakeholders. The position operates with a focus on excellence in process and judgment and provision of sound and timely advice and support to students, staff and other stakeholders.

Reporting Line: The position reports to the Senior Manager Partnerships and Clinics under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Implement and deliver a range of effective front-line reception and administrative services including: greeting and assisting visitors, managing incoming calls and messages, responding to and resolving inquiries, advising on policy and process, overseeing room bookings and events, word processing complex documents and producing reports in accordance with agreed standards and timeframes
2. Provide high levels of customer service in accordance with best practice guidelines, policy and procedure
3. Maintain service standards including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
4. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports
5. Provide sound and timely advice, guidance and support to other staff, students, clients and stakeholders in areas of administrative and service responsibility
6. Participate in and implement continuous improvement activities relating to service practices, quality assurance and customer service excellence
7. Maintain effective working relationships with colleagues, clients and other stakeholders to support and facilitate service delivery
8. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - A tertiary qualification in a relevant field; or
 - substantial relevant skills and work experience; or
 - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Excellent front-line, reception and administration skills and a demonstrated capacity to deliver effective operational processes and systems
3. Demonstrated 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. Ability to work as an effective member of a team as well as the ability to exercise independence and judgement where required
6. Demonstrated analytical and problem-solving skills

7. Well-developed written and verbal communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues
8. Highly developed computer literacy, including experience using business software such as Microsoft Office

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.