



COMMUNICATIONS COORDINATOR

DEPARTMENT/UNIT	Communications and Community
FACULTY/DIVISION	University Marketing, Admissions and Communications
CLASSIFICATION	HEW Level 6
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

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.

This position is located within **University Marketing, Admissions and Communications (UMAC)**. The Division is focused on ensuring our audiences have the best possible experience - personalised to their interest and the way they want to engage with Monash.

We are in a state of constant transformation and always evolving, because our audiences grow, change and move between segments constantly - so we need to be nimble to meet them where they are, whether that be physically, virtually or digitally. We provide a window into Monash for our audiences to engage - and we focus on what sets us apart.

How, when and where we are seen is defined by students - future, current and past. And the industry partners we work with. We're future looking and are early adopters of all things that will aid in reaching, attracting, engaging, converting and retaining our audience. Our direction and decisions are fortified by data, backed by deep market knowledge and connections, and a collective ignition of our competitive nature to be the best. We take a digital first approach to how we reach our audiences and partners.

We set the University wide strategic admissions, marketing and communications direction and are advocates and enablers of the brand. We make sure all admission, marketing and communication execution is consistent and amplified to achieve maximum impact. We do this by working in seamless unity with our internal partners.

Functions include: admissions; student recruitment; brand; data; CX, UX and design; digital & web; video; demand generation; media; issues; crisis; and internal, external, student, alumni and corporate communications.

Buildings and Property Division are the stewards of our beautiful campuses. We contribute to Monash's global reputation as a leader in research and teaching by providing world class, award-winning buildings, innovative teaching spaces, quality facilities and stunning grounds. We support the University's day to day operations by delivering a wide range of services such as facilities management, maintenance, security, traffic, parking, cleaning, waste, mail, courier, pool vehicle hire and shuttle bus services.

We engage closely with our students and staff to ensure a safe, healthy and sustainable campus environment that enables them to thrive and flourish. In our dealings with each other and our broader Monash community we strive for relationships that are respectful, inclusive, collaborative and transparent.

POSITION PURPOSE

The Communications Coordinator is embedded in the Building and Property Division and is responsible for a broad range of communication and administrative activities to ensure information is effectively and efficiently provided to both divisional staff and our customers. This includes executing communication plans for projects and initiatives, identifying customers and their communication needs, and how to best engage internal audiences.

The Communications Coordinator will work in collaboration with the broader University Marketing, Admissions and Communications (UMAC) team to ensure the University's communication strategies and protocols are incorporated into Buildings and Property communications.

The Communications Coordinator operates with excellence in process and judgement to provide innovative sound and timely advice and support to customers, staff and other stakeholders.

Reporting Line: The position reports to the Internal Communications Manager under broad direction and with a dotted line reporting to the Manager, Client Liaison and Administration, within Buildings and Property

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Plan, implement and manage a range of complex tasks including researching and writing content for a range of internal publications including newsletters, global emails, websites, blogs and brochures, producing reports and allocating resources in accordance with agreed standards and timeframes
2. Actively participate in coordinating the development of both digital and print publication material, and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence
3. Contribute to the development of web content for major projects and initiatives and ensure content is kept up to date and undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports
4. Provide sound and timely specialist advice and communications support to other staff, customers and stakeholders in areas of service responsibility including major projects and initiatives
5. Contribute to and support a range of processes such as policy development, governance, management decision-making, change management, compliance, quality and performance reporting
6. Build and sustain effective working relationships with a network of colleagues, customers and other stakeholders to support and facilitate efficient service delivery
7. 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. Proven ability to write, edit and produce communications for a variety of traditional and emerging communication channels across print and digital media with experience in developing and implementing effective communication activities and processes, including the generation of ideas for editorial content and coverage
3. Excellent administration skills and a demonstrated capacity to develop and implement effective operational processes and systems
4. Excellent organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines
5. A strong commitment to delivering a high-quality customer-centric experience striving to exceed expectations and ensuring delivery on commitments in order to build trust such as prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
6. Demonstrated ability to work as an effective member of a team and to demonstrate value in working with others, sharing information and making collective decisions
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

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

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.