

SENIOR EDUCATION SERVICES COORDINATOR

DEPARTMENT/UNIT	School of Psychological Sciences
FACULTY/DIVISION	Medicine Nursing and Health Sciences
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 ground-breaking – 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 Faculty of **Medicine, Nursing and Health Sciences** is the largest faculty at Monash University, a global university with campuses across Victoria and international locations in Indonesia, Malaysia, China, India and Italy.

Our Faculty offers the most comprehensive suite of professional health training in Victoria, consistently ranked in the top 40 universities worldwide for clinical, pre-clinical and health sciences.

We want to improve the human condition. That is our vision - it has no expiration date. By educating the current and future healthcare workforce, and undertaking medical research, both

discovery and clinical, our students, staff and alumni all work to directly improve people's quality of life, reduce health inequality and promote greater health and social outcomes.

We're globally recognised for our quality education of over 63,000 doctors, nurses, and allied health professionals and health researchers. The future health of our communities is underpinned by the sustained excellence of our education and research capabilities.

We are ambitious and committed to maintaining our position as a leading international medical research and teaching university. We're recognised for the quality of our graduates, the scale and depth of our research, our commitment to translational research, and as a thriving biotechnology hub. To learn more about the Faculty, please visit www.monash.edu/medicine.

Our Faculty includes four Sub-Faculties: Health Sciences, Clinical and Molecular Medicine, Biomedical Medicines, and Translational Medicine and Public Health.

The **Monash School of Psychological Sciences** has an outstanding national and international reputation in research and education. In just 60 years, we are now ranked in the top 50 globally for the subject area of Psychology. We have an ambitious vision – to transform the field of psychology to optimise psychological health for all. We deliver world-class research, education, and training in psychology across the lifespan for positive community impact; and create an innovative, responsive, collaborative, and inclusive research, teaching and learning culture with our students, staff, and communities. We will make significant and long-lasting impacts that change the world around us, beginning in infancy and across the lifespan. Drawing on the expertise of our staff and the University' unique expertise and infrastructure, we will sustain and build on Monash's position with world-class research and training in psychology.

For more information about us and the work we do, please visit www.monash.edu/medicine/psych.

Housed within the School of Psychological Sciences are the [Turner Institute for Brain and Mental Health](#), the [Monash Epworth Rehabilitation Research Centre](#) and the [ARC Industrial Transformation Training Centre for Optimal Ageing](#).

The Education Office in the School of Psychological Sciences coordinates a comprehensive range of services across the student life cycle, including prospective and current student enquiries, admission, enrolment, orientation and transition, course progression and completion, together with input into planning, delivery and evaluation of a suite of student engagement activities. The portfolio also encompass administrative support for a range of academic responsibilities, such as course structure and planning and psychology course accreditation across the School of Psychological Sciences, Monash University Malaysia and Faculty of Education.

POSITION PURPOSE

The Senior Education Services Coordinator works closely with the Education Manager and is responsible for the delivery of best practice student and academic services to students, staff and industry partners. This position provides expert advice to senior academic staff, and to relevant committees and planning groups on student matters and academic policy. The position is the liaison point with industry placement providers providing expert knowledge to staff, students and industry partners. The position also provides hands on support and expertise in the areas of the student lifecycle (including prospective and current orientation and transition, student development, student mobility, work integrated learning) and provides solutions to complex student related issues and concerns.

Reporting Line: The position reports to the Education Manager under broad direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not Applicable

Budgetary Responsibilities: Not Applicable

KEY RESPONSIBILITIES

1. Coordinate the operation of a range of student services functions in accordance with University policies, procedures, and strategic priorities. This is inclusive of but not limited to, enquiry management through the enterprise CRM, overseeing the student life-cycle including, admission selection, credit applications, enrolment, study abroad and exchange, course transfers, student placements, and course completion.
2. Coordinate the operation of a range of academic services functions in accordance with University policies, procedures, and strategic priorities. This is inclusive of but not limited to the management of course accreditation, assessment regimes, special consideration, class scheduling and staff allocation, and the end-to-end results process.
3. Co-ordinate and administer the delivery of a high quality program of services, systems or administrative processes in accordance with best practice and University policies, procedures and strategic priorities with focus on student engagement intended to enhance the student experience.
4. Act as a key liaison point and subject matter expert, providing authoritative advice, guidance and training as required in the areas of service, functional or administrative expertise, as well as delivering program workshops and presentations as needed
5. Contribute knowledge and expertise towards a range of processes, including but not limited to APAC accreditation and compliance, policy development, governance, management decision-making, change management, compliance, quality and performance reporting
6. Build and sustain relationships with an extensive network of colleagues, industry partners, clients and suppliers to ensure efficiency of functional operation or service delivery
7. Provide clear guidance to team members, when applicable, including managing staff development and training, and encouraging excellence and continuous improvements in service delivery
8. Contribute to planning and operational committees to share knowledge and expertise in the area of functional or administrative specialization
9. Undertake research, data analysis and management in areas of functional or service specialisation, including producing reports
10. Other duties as directed from time to time

KEY SELECTION CRITERIA

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. Demonstrated experience in coordinating a successful function, administrative process or service, with a focus on delivering excellence in customer service
3. Highly developed planning and organisational skills, with experience establishing priorities, implementing improvements and meeting deadlines
4. Demonstrated relationship management and consulting skills, including the ability to interact with, negotiate with and gain co-operation from, internal and external stakeholders

5. Demonstrated analytical, research and problem solving skills and the ability to identify and recommend solutions to challenging issues
6. Demonstrated experience in delivering informative or developmental workshops or similar, and in managing student-related events and programs.
7. Highly developed interpersonal and communication skills with the ability to prepare professional documentation for various audiences and provide expert advice in areas of specialised or functional knowledge
8. Advanced computer literacy, particularly with current business management software packages and their various applications

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.