

GRADUATE RESEARCH STUDENT & ACADEMIC SERVICES COORDINATOR

DEPARTMENT/UNIT	Academic and Student Services
FACULTY/DIVISION	Faculty of Engineering
CLASSIFICATION	HEW Level 6
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

Everyone needs a platform to launch a satisfying career. At Monash, we give you the space and support to take your career in all kinds of exciting new directions. You'll have access to quality research, infrastructure and learning facilities, opportunities to collaborate internationally, as well as the grants you'll need to publish your work. We're a university full of energetic and enthusiastic minds, driven to challenge what's expected, expand what we know, and learn from other inspiring, empowering thinkers. Discover more at www.monash.edu.

The Faculty of Engineering is one of the largest in Australia, renowned worldwide for the quality and calibre of our teaching, research and graduates. We offer a comprehensive range of undergraduate, graduate, postgraduate and higher degree by research programs in a wide range of engineering disciplines. Our research activities provide a platform for establishing a thriving educational enterprise and our staff are committed to creating a dynamic learning environment. The research activities range from fundamental studies to research with a strong applications orientation. To learn more about the Faculty of Engineering, please visit www.monash.edu/engineering.

POSITION PURPOSE

The Graduate Research Student and Academic Services Coordinator provides a range of high-level professional and quality administrative services and specialist advice to prospective and enrolled graduate research students and academics to support the effective management of the Faculty of

Engineering's graduate research strategies, programs and activities, in accordance with University and Faculty policies and procedures.

The position is responsible for supporting graduate research students and their supervisors throughout the entire candidature lifecycle including the recruitment of students, candidature assessment and scholarship selection, administration of candidature variation, progress management, examinations and the provision of a range of reports on student progress.

The Graduate Research Student and Academic Services Coordinator will respond to complex enquiries, provide accurate and timely advice on graduate research policy, procedures and requirements and provide supportive and empathetic pastoral care to graduate research students. The Coordinator will work closely with Monash Graduate Research Office (MGRO) and key portfolio stakeholders including but not limited to Department Directors of Graduate Research, academic and professional staff in the Faculty of Engineering, Office of the Dean, Faculty Research Office and Industry Portfolio Managers to provide integrated administrative services and support.

Reporting Line: The position reports to the Senior Graduate Research Student & Academic Services Coordinator under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Act as key liaison point and provide accurate, timely advice and administrative support to prospective and current graduate research students and academics on a range of matters relating to the entire candidature lifecycle, in accordance with agreed standards and timelines to achieve daily, weekly and monthly targets and deadlines
2. Process all milestones, coursework credit, travel grant, study away applications and other transactional tasks as required for graduate research students and supervisors
3. Organise and coordinate key Faculty of Engineering Graduate Research Student Services events, programs and awards for graduate research students
4. Plan, develop and deliver high level, effective and client-focused service to clients, prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
5. Coordinate and implement the Graduate Research admissions and enrolment processes and candidature including the coordination and processing of applications, candidature milestones, re-enrolment process, processing graduate research scholarship applications and assisting with ranking process as required
6. Actively participate in the implementation and delivery of quality graduate research training administration systems, processes and activities to support the graduate research activities of the Faculty
7. Contribute to and implement continuous improvement activities relating to practices/protocols, quality assurance standards and customer service excellence
8. Undertake the input and analysis of data to develop and prepare a range of reports on graduate research student services matters
9. Build and sustain effective working relationships with a network of colleagues, clients, and other stakeholders to support and facilitate efficient service delivery, including Monash Graduate Research Office (MGRO) and key portfolio stakeholders
10. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - A degree with subsequent relevant experience; or
 - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Well-developed written and verbal communication skills and the ability to effectively communicate with a diverse range of stakeholders including senior Academic staff
3. Highly developed computer literacy, including experience using databases and software such as Microsoft Office
4. Strong analytical and problem-solving skills
5. Excellent organisational and time management skills with the ability to work in a high volume fast-paced environment, to prioritise tasks, anticipate future requirements and ensure deadlines are met
6. Excellent administrative skills, high level of accuracy and attention to detail and a demonstrated capacity to develop and implement effective operational processes and systems
7. Demonstrated ability to work as an effective member of a team as well as the ability to exercise high levels of independence, judgement and initiative
8. A strong commitment to excellence in customer service and a hands-on approach to service provision
9. Knowledge of, or the ability to develop knowledge in, business processes, systems, University policies, regulations and procedures pertaining to graduate research

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.