



OPERATIONS COORDINATOR

DEPARTMENT/UNIT	School of Chemistry
FACULTY/DIVISION	Science
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.

The five Schools of the **Faculty of Science** offer a large and diverse range of disciplines in undergraduate and postgraduate courses. Ten Schools from other university faculties contribute to science teaching at all levels, allowing students to choose their studies from physical, biological, biomedical, behavioural, environmental, mathematical and computer sciences. The Faculty of Science has a strong research reputation. The Faculty's research spans the theoretical to the applied, contributes to new knowledge and technologies, and challenges how we interact with the world. To learn more about the Faculty of Science, please visit our website: www.monash.edu/science.

The **School of Chemistry** (www.monash.edu/science/schools/chemistry) is located in the Faculty of Science and is one of the leading Chemistry Schools in Australia (as per national benchmarking statistics) with an international reputation for its quality research programs and postgraduate training. The School has within it, the Centre for Green Chemistry, Water Studies Centre, Centre for Biospectroscopy, a node of the ARC Centre for Electromaterials Science and members associated with two Cooperative Research Centres. The objectives of the School are to undertake and publish high quality research, promote industry and government engagement and to provide internationally recognized programs in Chemistry for undergraduate and postgraduate students. The School of Chemistry is taking a lead role in Monash's partnership with the Federal Government in the development of Green Chemical Futures (GCF) - a \$75 million investment in the future of chemical sciences. The long-term objective of the GCF initiative is to produce a pipeline for the technologies and resources needed by an industry striving for a lower environmental footprint and to produce chemistry graduates of the highest calibre armed with knowledge that will help transform industry into the future.

POSITION PURPOSE

The Operations Coordinator provides a range of high-level administrative and project coordination services to support strategies, programs and initiatives for the School of Chemistry. This includes providing exceptional

customer services, planning, coordinating and undertaking system administration, learning systems, business process improvements and discrete projects. The position is responsible for all aspects of project management to enable continual process improvement, hands-on operational support and high-level management of administrative functions to support the School.

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

Reporting Line: The position reports to the School Manager, under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Plan, implement and coordinate a program of complex administrative processes and systems including scheduling, providing services, co-ordinating projects (e.g. current projects are SCIM, SARAH, Moodle, Philanthropy, Thermal Precinct Project), supporting committees (OHS), producing reports and allocating resources in accordance with agreed standards and timeframes
2. Plan, implement and manage a range of complex administrative tasks including processing of sessional contracts, SCIM, timesheet assessments, allocations, as well as scheduling, providing services, co-ordinating projects, supporting committees, producing reports in accordance with agreed standards and timeframes
3. Optimise, improve and implement streamlining of processes, quality standards and customer service excellence. Maintain continuous improvement of processes
4. Manage projects within the School that undertake research and analysis, devise solutions and ensure effective solutions or controls are in place for successful delivery
5. Deliver high-level and effective service to staff and students, including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
6. Provide sound and timely specialist advice and support to other staff, clients and stakeholders in areas of administrative and service responsibility
7. Contribute to and support a range of processes such as policy development, governance, management decision-making, change management, compliance, quality and performance reporting
8. Build and sustain effective working relationships with a network of colleagues, clients and other stakeholders to support and facilitate efficient service delivery
9. 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 project management, business process automation; or
 - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Excellent project management skills and a demonstrated capacity to develop and implement effective operational processes or automated systems

3. Excellent organisational skills, including the ability to set priorities, project manage and ability to plan work to meet deadlines
4. A strong commitment to excellence in customer service and a hands-on approach to service provision
5. Advanced computer literacy, particularly with current project management software, Adobe Acrobat and digital tools and related application capabilities and experience with web content management systems, an understanding of SARA, SCIM, Moodle and Google apps experience
6. Demonstrated ability to work as an effective member of a team as well as the ability to interact and influence a variety of stakeholders
7. Strong analytical and problem-solving skills with the ability to proactively deliver positive and innovative solutions
8. 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

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.