



# MANAGEMENT ASSOCIATE

<b>DEPARTMENT/UNIT</b>	Human Resources
<b>FACULTY/DIVISION</b>	N/A
<b>CLASSIFICATION</b>	HEW Level 5
<b>WORK LOCATION</b>	Bandar Sunway, Malaysia

## ORGANISATIONAL CONTEXT

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Monash University Malaysia is the third largest campus of Australia's largest university. We carry with us the distinction of being the Malaysian constituent of a premier research intensive Australian university ranked among the top 100 universities in the world, and a member of Australia's prestigious Group of Eight.

We have maintained a proud tradition of education and research excellence for 20 years and counting, and are now recognised as a leader in the international higher education sector in Malaysia. Our location in Sunway City, one of the region's industrial hotspots, well positions us for scholarly engagement with Southeast Asia and beyond.

We believe that everyone has the potential to make a positive impact in the world. Throughout the years, we have welcomed more than 20,000 students from over 70 countries who are keen to do so. We provide our students with a supportive learning environment, so that they are able to flourish and are empowered to succeed. Every day, we come together to embrace new ideas and devise solutions to address social, political and economic challenges of our communities.

This desire to make a difference and the relentless passion which drives us forward are what define Monash.

For further information see: [www.monash.edu.my](http://www.monash.edu.my).

## POSITION PURPOSE

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Monash University Malaysia's Management Apprentice Program aims to provide a tailored training and management experience for high-potential graduates to develop into the next generation of high-caliber leaders and managers of the university. The program includes exposure to the day-to-day operations of key services in the university allowing the Management Associate to acquire practical on-the-job functional knowledge and skills. The Management Associate will gain experience in at least three functional portfolios including; Business Development, Course Management, Finance, Human Resources, Marketing, Research Management, Student Recruitment, Student Services and Student Experience. The functional rotations will equip the Management Associate with well-rounded and multi-faceted understanding of key areas of the university.

As part of an extensive learning and development program, the Management Associates will receive leadership development and project management opportunities throughout the two years. The successful candidate

completing the two-year program may progress to a more senior role within the university and be awarded an opportunity to pursue one of Monash University Malaysia's postgraduate qualification.

## **KEY RESPONSIBILITIES**

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### **1. Customer Service Excellence**

- Ensure excellent customer services in providing effective and competent advice relevant to the assigned portfolios
- Develop good understanding of relevant policies and processes relevant to the assigned portfolios
- Keep abreast of developments in relation to the assigned portfolios
- Ensure effective liaison with other portfolios and units in facilitating excellent service delivery to customers and stakeholders
- Initiate and implement enhancements to impact customer service experience

### **2. Professional Administration**

- Support the execution of processes relevant to the assigned portfolios in an accurate and timely manner
- Observe, analyse and identify trends and suggest solutions to effectively manage business-related issues
- Initiate and implement business process improvements relevant to the assigned portfolios
- Maintain confidentiality in handling documentation and information within the assigned portfolios
- Contribute to the analysis and monitoring of administrative performance through periodic reporting

### **3. Project Management**

- Ensure effective leadership and management of the assigned cross-functional project contributing to Monash University Malaysia's strategic direction
- Plan and implement appropriate project management strategies to ensure timely completion of project in line with the expected outcomes
- Deliver change management strategies as appropriate and ensure effective communication of project objectives and outcomes
- Provide high-level support to the Project Chair in driving successful project delivery including periodic reporting on project updates
- Present project achievements and outcomes to senior management following successful implementation of campus-wide project

### **4. Leadership and Development**

- Participate in the various leadership and professional development programs as communicated by the Human Resources unit
- Initiate periodic meetings with assigned coaches and mentors throughout the program and maintain systematic records of learning outcomes
- Maintain personal development plan and periodic reflection of learnings throughout the Management Apprentice Program
- Work collaboratively within the team of the assigned portfolios
- Develop good strategic relationships with colleagues from relevant functional portfolios
- As required, undertake other responsibilities as assigned by the supervisor, coach and mentor

## KEY SELECTION CRITERIA

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### Education/Qualifications

- Fresh graduate with excellent academic results (CGPA score of 3.25 and above) and with less than one year of working experience

### Knowledge and Skills

1. Demonstrated leadership potentials through active involvement in extra-curricular activities
2. Excellent communication skills with strong English language proficiency, both verbal and written
3. Outstanding interpersonal skills with strong cultural competence as demonstrated in the management of key stakeholder relationships at all levels
4. Highly developed analytical and problem solving skills, including the ability to solve sensitive and complex problems
5. Ability to work well independently and as part of a team
6. Highly self-motivated with a strong drive to excel

## OTHER JOB RELATED INFORMATION

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- The incumbent may be required to work beyond prescribed office hours. The timing of annual leave may be affected by the cyclical requirements of the role

## LEGAL COMPLIANCE

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Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Ethics, Equal Opportunity, Occupational Health and Safety, Conflict of Interest (including Conflict of Interest in Research), Paid Outside Work, Personal Data Protection, Conduct of Research, and Staff/Student Relationships.