

EDUCATION SERVICES COORDINATOR

DEPARTMENT/UNIT	School of Psychological Sciences
FACULTY/DIVISION	Medicine Nursing and Health Sciences
CLASSIFICATION	HEW Level 6
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

At [Monash](#), work feels different. There's a sense of belonging, from contributing to something groundbreaking – 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 encompasses 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 Education Services Coordinator provides a range of professional and high-quality administrative support to facilitate the effective operation of the School's student and academic service delivery model. In collaboration with stakeholders (including Monash Connect and other centralised services), this role facilitates the progression of current and prospective students from admission to completion, via provision of expert support and advice across all enquiry channels, while maintaining excellent working relationships with internal and external stakeholders.

The Education Services Coordinator provides administrative support for projects and programs with a focus on excellence in process and judgment and provision of sound and timely advice and support to academic and professional staff, current and future students of the University, and members of the general public.

All staff in the School will also contribute to work across the Faculty and participate in cross-functional project teams.

Reporting Line: The position reports to 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. Act as key liaison point and subject matter expert in relation to the Staff Allocation Management system (SAM), ensuring compliance with the class scheduling and staff allocation processes, and the resolution of discrepancies
4. Provide expert support and advice to staff across a range of digital platforms, including; workload model, Moodle, CPAR, Callista, & BI, etc.
5. Provide sound and timely specialist advice and support to other staff towards course accreditation processes and provide support in various academic program committees
6. Act as an escalation point and collaborate with Monash Connect student services for complex issues relating to student administration including; admissions, enrolments, disputes, irregularities in the student support matters, course progression and, student applications and enquiries, identifying and reporting on systemic issues to the Education Manager
7. Contribute to the effective implementation of continuous improvement and change activities and workflow distribution relating to academic support practices and procedures
8. Develop and provide reports on application, offer, acceptance, enrolments, student progress and course completions data to support education and the School of Psychological Sciences' objectives
9. Ensure business practices for the school's activities are documented and accurate records are maintained
10. Work collaboratively with the wider School portfolio, Faculty and University teams to ensure the Education Office actively engages and contributes to strengthening curriculum, process development, and promotional activities for future and current students (e.g. Open Day, information evenings, expos, orientation etc.)
11. Under the direction of the Education Manager undertake specific student services projects as required
12. 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. Expertise with a range of student administration systems such as student management systems (SMS), customer relationships management systems (CRMs), Learning Management systems (LMS) and a demonstrated ability to learn new online systems
3. Highly-developed communication skills, including the ability to prepare a range of documentation for various audiences and to interact with and gain commitment from a diverse range of stakeholders
4. Demonstrated commitment to initiating continuous service and operational improvements, and identifying solutions to challenging issues
5. Demonstrated high-level organisational skills, including the ability to set priorities, manage time, plan work and multitask to meet deadlines
6. Demonstrated ability to work as an effective member of a team as well as being able to exercise high levels of independence, judgment and initiative
7. Proven ability to maintain a high level of integrity and confidentiality
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
- 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.