



# ADMINISTRATIVE OFFICER

DEPARTMENT/UNIT	Department of Design
FACULTY/DIVISION	Faculty of Art Design & Architecture
CLASSIFICATION	HEW Level 5
WORK LOCATION	Caulfield campus

## ORGANISATIONAL CONTEXT

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There's a certain feeling you get from working at Monash University. It's the feeling that you're a part of something special. Something significant. And that's because you're not just starting your career, or taking on a bigger challenge. You're making a real contribution – surrounded by energetic, inspiring people who are driven to make a difference as well. Monash is a place where you'll be able to develop your career in exciting, sometimes unexpected ways – putting you in the best possible position for a rewarding future. Discover more at [www.monash.edu](http://www.monash.edu).

The **Faculty of Art, Design and Architecture**: In Melbourne, art, design and architecture are leading influences on the city's internationally recognised cultural dynamism, exhibited through significant collecting and exhibiting institutions, commercial galleries and innovative cultural production. Within this rich milieu, Monash Art Design and Architecture (MADA) is a vibrant centre of rigorous creative practice, encompassing architecture, design and fine art integrated with traditional scholarship. MADA advocates the essential role of creative practice in quality of life and proposes and develops models for future communities that are culturally enriched and environmentally sustainable. To learn more about MADA, please visit our website: [www.monash.edu/mada](http://www.monash.edu/mada).

## POSITION PURPOSE

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The Administrative Officer provides a range of high quality executive support and administrative services to contribute to the effective management and administration of the Faculty and its academic units. This includes provision of administrative services including arranging meetings, producing documents and facilitating communications and workflow.

The Administrative Officer also supports the Faculty and academic units by coordinating cross-functional services and undertaking administrative tasks in relation to teaching delivery including timesheet administration, and other function areas during periods of peak activity. The position maintains excellent working relationships with internal and external stakeholders in order to ensure smooth and effective service delivery, is responsive to changing priorities and may deputise for other Administrative Officers within the Faculty. The position provides an interface between the academic units, students, academic staff and the public, as well as providing executive support to the Head of academic units, or Associate Deans, where directed.

The Administrative Officer operates with excellence in process and judgment to provide sound and timely advice and support to staff and other stakeholders.

**Reporting Line:** The position reports to Department Manager, Design under general direction

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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1. Implement and deliver a range of effective administrative tasks including managing processes, providing services, responding to queries, supporting committees, project administration and producing reports in accordance with agreed standards and timeframes
2. Maintain service standards and deliver effective service to clients, including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
3. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports, in accordance with University policy
4. Provide sound and timely advice, guidance and support to other staff, clients and stakeholders in areas of administrative and service responsibility
5. Participate in and implement continuous improvement activities relating to service practices, quality assurance and customer service excellence
6. Maintain effective working relationships with colleagues, clients and other stakeholders to support and facilitate service delivery
7. Organise and coordinate departmental or support Faculty events including specified conferences and seminars
8. Undertake other duties as delegated by the Department Manager, Design

## KEY SELECTION CRITERIA

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### Education/Qualifications

1. The appointee will have:
  - A tertiary qualification in a relevant field; or
  - substantial relevant skills and work experience; or
  - an equivalent combination of relevant experience and/or education/training

### Knowledge and Skills

2. Excellent administration skills and a demonstrated capacity to deliver effective operational processes and systems
3. Demonstrated organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines
4. A strong commitment to excellence in customer service and a hands-on approach to service provision
5. Ability to work as an effective member of a team as well as the ability to exercise independence and judgement where required
6. Demonstrated analytical and problem-solving skills

7. Well-developed written and verbal communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues
8. Highly developed computer literacy, including experience using business software such as Microsoft Office and Google applications
9. Experience working with policies, procedures and standards, preferably within the higher education sector
10. Demonstrated experience in the use of ERP systems and procurement, security and maintenance processes

## **OTHER JOB RELATED INFORMATION**

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- 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**

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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.