



STUDENT SERVICES OFFICER

DEPARTMENT/UNIT	Law Education Services
FACULTY/DIVISION	Faculty of Law
CLASSIFICATION	HEW Level 5
WORK LOCATION	Clayton campus and Monash Law Chambers

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 **Monash Law Faculty** (Monash Law) is consistently recognised and ranked as one of the world's leading law schools. Monash Law is a leading international, clinical, and digital law school providing world-class education, research, and external engagement from seven locations across both global hemispheres.

Our excellence in research, teaching, and clinical legal education has been at the forefront of legal education and scholarship for decades in Australia. We pride ourselves on offering real, tangible legal experience and international study opportunities, and equipping our students with an extensive legal education. We also have world-class research centres and groups across the full spectrum of international, public, private, and criminal law.

We offer a broad-based experiential education for law students, with diverse course offerings at every level (ie LLB (Hons), JD, LLM and other graduate courses, and PhD programs). We believe that a blend of theoretical, practical, and multi-disciplinary experience is essential to a modern legal education, with most of our LLB (Hons) students undertaking double degrees, and all JD students having prior university qualifications. Through our clinical legal education program – the first of its kind in Australia – our students work with real clients, on real cases, under the supervision of legal experts. We pride ourselves on developing and graduating market-ready legal professionals.

Monash University is Australia's most international university, with dedicated overseas Monash campuses in China, India, Italy, Malaysia and, until recently, South Africa. Monash Law operates from seven locations on three continents, at the University's main campus in Clayton, as well as in the Melbourne CBD, Prato and Kuala Lumpur campuses, and through three Monash Law Clinics at various suburban, city, and overseas locations. Our dedicated Monash University Law Chambers situated in the heart of the Melbourne legal and judicial district complements our Clayton base and legal clinics. We also have an international presence in Prato, Italy and Malaysia, where we offer dedicated law classes to our own students as well as students from other universities, and increasingly use as locations for transnational clinics and academic workshops and conferences as well.

The Faculty has a vibrant research culture, with a strong commitment to diverse and innovative forms of high-quality and cross-disciplinary legal research that has governmental, professional, and social impact. We

collaborate with world leaders in legal research and education throughout Australia and internationally and have demonstrated top-tier research intensive performance. Our staff are involved in ARC Discovery and Linkage grants and CRC projects. The Faculty also has three world-class research centres, the Castan Centre of Human Rights, the Australian Centre for Justice Innovation, and the Centre for Commercial Law and Regulatory Studies, and a number of vibrant and emerging research groups. For more information about the Faculty of Law, please visit our website: <http://www.monash.edu/law>.

The **Associate Dean, Education** (ADE) portfolio covers strategy, policy, and funding relating to education. The Law Education Services team is responsible for supporting the Faculty to pursue the goals of the University's Better Teaching, Better Learning (BTBL) Agenda and to achieve its own education goals. Its functions include course and unit development, enhancement and evaluation; education quality and compliance; coordinating the offering of courses and units; and enrolment and candidature services and advice, including student progression and related matters. It is also the liaison point between the Faculty and the Office of the Vice- Provost (Learning and Teaching), Vice-Provost (Graduate Education), Monash Institute of Graduate Research (MIGR) and Education Business Services. The team will also maintain links with the Faculty HDR Director in delivery of Research Degrees.

POSITION PURPOSE

The Student Services Officer provides a range of professional and high-quality administrative services to support the effective operation of the Faculty's student service delivery proposition. This includes the provision of high level customer service across all enquiry channels to support current and prospective students from admission to completion and maintaining excellent working relationships with internal and external stakeholders.

The Student Services Officer 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 current and future students of the University, academic and professional staff and members of the general public.

All staff in the Faculty are expected to contribute to work across the Faculty and participate in cross-functional project teams.

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

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Provide high levels of customer service and resolution of current and future student enquiries, in accordance with best practice guidelines; and investigate and resolve issues through a sound understanding of University and faculty policy and procedure
2. Provide advice on and conduct a broad range of administrative tasks including but not limited to admission, enrolment, exchange and study abroad, course advice, student enquiries, course transfers, credits, special consideration, results, honours, professional placements and course completions
3. Maintain service standards including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
4. Provide reports and undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports
5. Provide sound and timely advice, guidance and support to other staff, clients and stakeholders in areas of administrative and service responsibility

6. Participate in and implement continuous improvement activities relating to service practices, quality assurance and customer service excellence
7. Maintain effective working relationships with colleagues, clients and other stakeholders to support and facilitate service delivery

KEY SELECTION CRITERIA

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. Demonstrated 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
9. Excellent attention to detail and accuracy

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

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.