

# SENIOR COORDINATOR, STRATEGIC OPERATIONS AND PROJECTS

DEPARTMENT/UNIT	Student Services
FACULTY/DIVISION	Portfolio of the Deputy Vice-Chancellor (Student Experience)
CLASSIFICATION	HEW Level 8
DESIGNATED CAMPUS OR LOCATION	Clayton campus

## ORGANISATIONAL CONTEXT

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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 Student Experience portfolio brings a sharp focus to the entire student experience, an experience which extends beyond a classroom education and encompasses academic, social, cultural, and well-being aspects to foster student belonging, academic readiness, and confidence.

The Student Experience portfolio brings together student-facing functions and capabilities from across the University to deliver a cohesive student experience. The portfolio enables the University to drive and advance our goals of widening participation of students from disadvantaged groups and facilitating their success, in line with Impact 2030.

**Student Services** delivers essential operational, administrative and academic services to the University community, with a focus on student experience, data and innovation. Our services enable student success and wellbeing by supporting students and academics to focus on learning, teaching, and research. We foster a culture of innovative thinking to drive continuous improvement in university processes whilst ensuring compliance with regulatory frameworks.

## POSITION PURPOSE

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The **Senior Coordinator, Strategic Operations and Projects** is responsible for a range of complex coordination services that deliver on the strategic and operational output of Student Services, strengthen collaborative relationships with the broader student services community, uplift capability and drive innovation.

This includes driving Student Services' internal communications framework and fostering a digital information sharing community with our internal partners via channels such as the Intranet and Workplace, coordinating subject matter networks, all-staff and extended leadership team meetings, governance and compliance activities, leading projects and change initiatives, benchmarking and working closely with internal partners including central divisions and faculties to ensure alignment with specialist education administration, engagement and business operations.

The position also supports teams across Student Services during workload peaks and supports the administrative needs of the Senior Director's Office.

**Reporting Line:** The position reports to the Senior Manager, Strategic Operations and Projects

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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1. Contribute to strategic planning and the achievement of goals relevant to the functional or specialist area.
2. Manage and coordinate the operation of a complex program of services, systems or processes in accordance with best practice and University policies, procedures and strategic priorities.
3. Undertake research, data analysis and management in areas of functional specialisation, including regular business reporting and provision of expert, specialist advice.
4. Manage and coordinate a work environment of continuous review and improvement of business practices, operational processes and service provision.
5. Enhance staff capability by developing and delivering learning programs and e-learning materials.
6. Develop high quality knowledge articles and other content across websites and social media platforms for a variety of audiences.
7. Manage and coordinate projects, the review and development of policy and procedure, and compliance and quality processes relevant to the functional area.
8. Develop and maintain strong partnerships with other relevant business units, functional areas and key staff, including provision of expert advice.
9. Other duties as directed from time to time

## KEY SELECTION CRITERIA

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### Education/Qualifications

1. The appointee will have:
  - Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or
  - extensive experience and management expertise; or
  - an equivalent combination of relevant experience and/or education/training

### Knowledge and Skills

2. Highly developed planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines
3. Demonstrated management or senior administration experience in a matrix, or large and complex management structure.
4. Highly developed analytical and conceptual skills including demonstrated ability to deliver positive solutions to complex problems.
5. Highly developed interpersonal and communication skills with the ability to negotiate, influence and build consensus at senior levels.
6. Proven knowledge of learning and development principles and best practices in designing and delivering development programs, whilst employing a variety of delivery methods to meet a wide range of adult learning styles
7. Demonstrated skills in online content development and the ability to deliver creative communication content that engages a broad range of audiences
8. Advanced computer literacy, particularly with current business management software packages and their various applications.

## 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 the taking of leave may be restricted

## 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.