

OPERATIONS OFFICER

DEPARTMENT/UNIT	Monash Residential Services
FACULTY/DIVISION	Campus Community Division
CLASSIFICATION	HEW Level 5
DESIGNATED CAMPUS OR LOCATION	Clayton and Peninsula 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 **Campus Community Division** provides a range of high quality non academic services to students and staff at Monash. These include Monash Sport, Equity and Diversity Centre, TeamMONASH, Monash Residential Services, Mental Health and Safer Community Programs, University Health Services, Student Engagement & Support services and Non Residential Colleges.

Monash Residential Services (MRS) provides a range of on and off campus accommodation options and services to students, staff, the business community and short term visitors to Monash University. For information about the services we provide, please see our website: www.monash.edu/accommodation.

POSITION PURPOSE

The Operations Officer provides a range of professional and high-quality administrative services to support the effective operation of Monash Residential Services. This includes planning and implementing strategies for resource allocation, identifying OHS and environmental issues which require rectification, providing advice in relation to resolution of issues, and maintaining excellent working relationships with internal and external stakeholders.

The Operations 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 residents, staff, the Residential Support Team, and the broader University.

Reporting Line: The position reports to the Operations Manager under general direction

Supervisory Responsibilities: This position will provide supervision to casual staff as required

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Implement and deliver a range of effective residential operations tasks including supervising and coordinating the student residential environment, undertaking inspections, coordinating and prioritising workflow to respond to incidents, managing established administrative processes, responding to queries and advising on policy and process in accordance with agreed standards and timeframes
2. Provide high levels of customer service primarily to residents in accordance with best practice guidelines, policy and procedure
3. Maintain OHS and service standards including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
4. 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, students and stakeholders in relation to MRS' residential operations
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
8. 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. 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, StarRez and Pulse

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
- This position requires the incumbent to hold a current Working with Children (Employee) Check

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.