

## Position description

### Events and External Relations Manager

<b>Department/Unit</b>	Monash Business School
<b>Faculty/Division</b>	Faculty of Business and Economics
<b>Classification</b>	HEW Level 8
<b>Work location</b>	Caulfield Campus
<b>Date document created or updated</b>	2017

#### 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](http://www.monash.edu).

The Monash Business School operates across all four Australian campuses (Berwick, Caulfield, Clayton and Peninsula) and, together with business schools in South Africa and Malaysia, makes up Monash University's Faculty of Business and Economics. The Monash Business School is structured into seven discipline-based departments (Accounting, Banking and Finance, Business Law and Taxation, Econometrics and Business Statistics, Economics, Management, and Marketing) as well as a number of research centres, units and groups in specialist areas such as MBA & Executive Education, behavioural economics, development economics, employment and work, finance, global business, and retail studies. To learn more about the Monash Business School, please visit our website, [www.business.monash.edu](http://www.business.monash.edu).

To support the core operations and strategic priorities of the Monash Business School, administrative functions are divided into eight dedicated areas: Education Services, Engagement and Marketing Services, Finance Services, Leadership and Executive Education Services, Operational Services, Performance and Quality Services, Research Services and Student Services. Each service division has areas of functional specialisation that are aligned with central functions in the co-delivery of services, fostering excellence in service delivery, and capitalising on strategic opportunities for growth and diversification in research and education.

The Engagement and Marketing Services group plays a critical role in supporting initiatives to enhance and extend the brand, prestige and reputation of the Monash Business School and to develop meaningful and outcome-focussed relationships with industry, government and professional communities. In addition, the group provides services to support student career development and to foster relationships with alumni. The Engagement and Marketing Services group includes the specialist areas of Communications, Graduate Development, External Engagement and Student Recruitment.

#### Position purpose

The Events and External Relations Manager is responsible for managing and delivering strategies for the planning and implementation of a range of strategic activities and events to enhance and extend the brand, prestige, reputation and reach of the Monash Business School. Leading a team of five, the Events and External Relations Manager is a key interaction point between the portfolio and internal and external client groups, and provides specialist advice that contributes to the advancement of the Monash Business School and broader University.

The Events and External Relations team is responsible for delivering a professional program of activities including corporate events, VIP visits, seminars and conferences, as well as supporting the delivering of key student recruitment events such as open day.

**Reporting Line:** The position reports to the External Engagement Manager under broad direction

**Supervisory Responsibilities:** This position provides direct supervision to five staff members

**Financial delegation and/or budget responsibilities:** Not applicable

## Key responsibilities

1. Contribute to strategic planning and the achievement of goals relevant to the functional area
2. Manage and coordinate the operation of a complex administrative or technical function in accordance with University policies, procedures and strategic priorities
3. Manage and develop a highly-trained, motivated and efficient team with a strong customer focus
4. Manage and coordinate a work environment of continuous review and improvement of business practices, operational processes and service provision
5. Undertake research, data analysis and management in areas of functional specialisation, including regular business reporting
6. Exercise strong budget management for the business unit/s managed, where required
7. Manage and coordinate projects, the review and development of policy and procedure, and compliance and quality processes relevant to the functional area
8. Manage and oversee risk, compliance and quality assurance processes for the functions managed, including regular monitoring and reporting in accordance with University and legislative requirements
9. Develop and maintain strong partnerships with other relevant business units, functional areas and key staff, including provision of expert advice

## Key selection criteria

### Education/Qualifications

1. The appointee will have:
  - postgraduate qualifications or progress towards postgraduate 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. Proven experience as a project manager with extensive experience developing and delivering large complex events, as well as multiple projects at the same time
3. Highly developed planning and organisational skills, with experience establishing priorities, allocating resources, preparing and managing budgets and meeting deadlines
4. Demonstrated management experience in a matrix, or large and complex management structure
5. Staff management experience with the ability to motivate and develop a high-performance team committed to excellent customer service
6. Highly developed analytical and conceptual skills including demonstrated ability to deliver positive solutions to complex problems
7. Highly developed interpersonal and communication skills with the ability to negotiate, influence and build consensus at senior levels

## 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

## 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