

Office Coordinator

Position description

Employer	Monash Graduate Association Inc
Level/Classification	HEW 5
Employment Type	Full-Time (1.0 FTE) 24 months fixed-term contract with potential to ongoing
Work Location	Clayton Campus
Date document created/updated	Dec 2025

Organisational context

The Monash Graduate Association Inc. (MGA) is an independent incorporated body that is responsible for, and answerable to, the Monash University graduate student community, as represented by the MGA Executive Committee (MGAEC). The MGA is the cross-campus representative body for all graduate students enrolled through Monash University and is recognised as such by Monash University in the University's Regulations. Services and support are provided to over 35,000 graduates across the Victorian campuses of Caulfield, Clayton, Parkville and Peninsula.

The MGA provides services and support to graduates studying by distance education, as well as off-campus graduates located at the Alfred Hospital complex, Monash Medical Centre and over 40 other government, medical and private organisations within Victoria. The MGA also provides limited support to graduates enrolled through the Monash Malaysia campus.

The MGA runs two full-time offices; one located at Clayton campus and one office at Caulfield campus. Regular office/advocacy sessions are scheduled for the smaller sites. Services provided to graduate students include advice and advocacy, representation, social events, academic support in the form of workshops and seminars, orientation and transition, information dissemination in the form of graduate-specific publications and website, policy development and quality assurance.

The MGAEC is the representative and governing body of the MGA. The Executive Officer of the MGA works closely with the MGA President and reports directly to the MGAEC. The management of all staff and operations of the MGA is the responsibility of the Executive Officer.

Why our staff work with us



Position purpose

Under the direction of the HR & Finance Manager, the Office Coordinator will work to maintain connections with relevant Monash University departments to coordinate office access and maintenance of equipment; and assist the HR & Finance Manager with other HR and operational related issues.

The incumbent will also be responsible for the day-to-day operation and management of the Clayton and Caulfield offices and MGA-managed spaces within Monash University, including coordinating the graduate student receptionists.

Reporting to the HR & Finance Manager, the Office Coordinator ensures the effective, efficient, and safe operation of the MGA's Clayton and Caulfield offices and MGA-managed spaces. This includes working with the relevant Monash University's teams to manage MGA office access and oversee the maintenance and equipment needs for the MGA to ensure that office resources remain functional and safe.

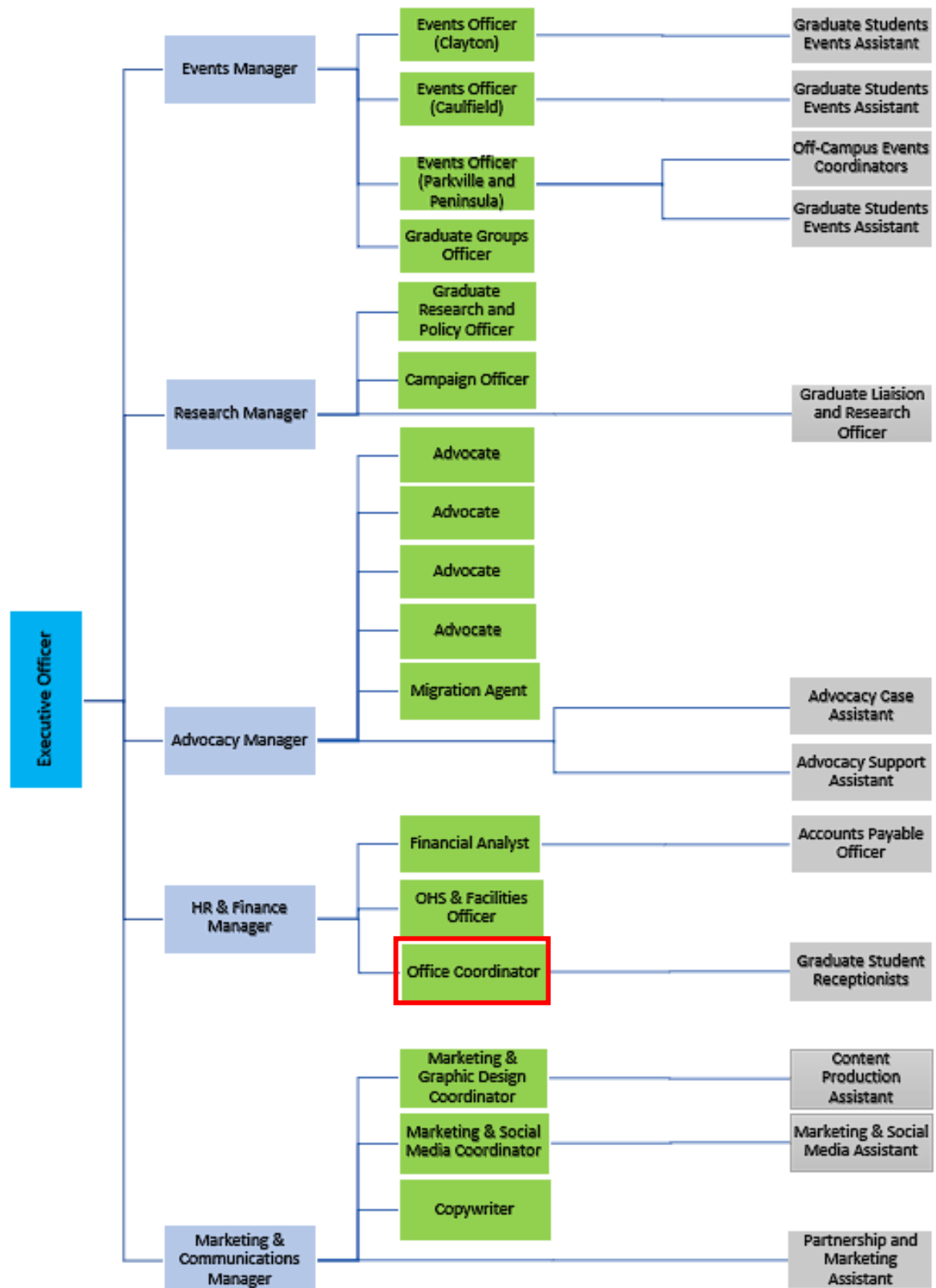
A key aspect of the role is the recruitment, training, scheduling, and supervision of graduate student receptionists, ensuring high-quality service to the MGA community. The position contributes to continuous improvements in office systems, workflows, and operational practices.

Additionally, the position provides support to organisational HR processes, including the preparation of HR documentation, assisting with planning and coordination of staff activities, and other administrative tasks that contribute to effective HR operations.

This is a 24 months fixed-term role that may continue beyond the first two years.

- **Reporting line:** The Office Coordinator will report to the HR & Finance Manager
- **Level of supervision:** Routine supervision to general direction
- **Supervisory responsibilities:** Student receptionists
- **Financial delegation and /or budget responsibilities:** As required based on the position.

Staff organisational chart



Key result areas and responsibility

MGA Graduate Student Receptionist

- Coordinate the appointment, training, and scheduling of the graduate student receptionists. Supervise the graduate student receptionists to ensure the efficient operation of the Clayton and Caulfield offices and MGA-managed graduate spaces.
- Allocate daily tasks and support receptionists to assist in cross-departmental operations and ensure efficient workflow.
- Coordinate graduate student receptionists in supporting MGA events, coordinating purchasing, and aiding in program delivery under the direction of the HR & Finance Manager.

MGA Clayton and Caulfield office and MGA-managed spaces

- Coordinate the day-to-day operations of the Caulfield and Clayton offices and MGA-managed spaces.
- Office and lounge management, including overseeing processes for ensuring cleanliness, replenishing supplies, and managing room bookings and equipment loans.
- Liaise with the relevant Monash University departments regarding office operations, space usage, room access, and any issues affecting MGA-managed spaces.
- Ensure offices and managed spaces are welcoming, functional and safe.

Operations

- Support HR & Finance Manager to prepare and maintain HR forms, including appointment paperwork, honoraria, and timesheets.
- Assist with annual carbon audit and maintaining MGA's Climate Active accreditation.
- Identify inefficiencies and recommend solutions to streamline office workflows and procedures.
- Assist in planning and coordinating team-building activities including annual staff professional development day, corporate volunteering day, and end-of-year celebration.
- Assist with all aspects of space/infrastructure planning and provide resources and solutions when requested.
- Maintain compliance with WHS protocols, HR policies, and operational standards.

Facilities management

- Coordinate staff swipe card access to MGA spaces and University spaces managed by the MGA, including updating security access profiles and the access database.
- Coordinate any maintenance required for MGA equipment and offices and update a maintenance database.
- Work closely with the Financial Analyst to maintain the MGA Asset Register.
- Work closely with the OHS Facilities Officer to maintain the MGA OHS equipment.
- Other duties and responsibilities as required.

Selection criteria

Essential

1. Relevant qualifications and/or demonstrated work experience in office administration or office management, including basic HR administration (preparing HR documentations, maintaining HR records and assisting with the staff onboarding process).
2. Understanding of the operational requirements of a busy and complex office environment.
3. Experience with detailed record keeping and information management.
4. Experience with coordinating or mentoring junior staff.
5. Excellent oral and written communication with the ability to build sustainable relationships with people from diverse backgrounds and age groups, different cultures and professions.
6. Demonstrated organisational and time management skills, including the ability to plan and evaluate activities, set priorities, work in a team and perform well under pressure.
7. High attention to detail and a commitment to maintaining accurate and high-quality work.

Desirable

- Prior experience and knowledge of Australian universities.
- Experience in human resources administration.
- Problem-solving skills and a 'can-do' attitude.

Other job-related information

- The incumbent will be expected to assist in other areas of MGA service delivery during peak periods.
- Travel to and work on other campuses and off-campus sites may occasionally be required.
- Some out-of-hours work may be required.

Legal compliance

All staff employed by the MGA must be aware of and adhere to state and federal legislation and MGA policy relevant to the duties undertaken including in the areas of: Equal Opportunity; Discrimination; Occupational Health and Safety; Privacy; and Finance.