

POSITION DESCRIPTION

POSITION TITLE	Business Reporting Coordinator
FUNCTION	Knowledge & Programs (OLG)
LOCATION	Carlton
REPORTING MANAGER	Learning Partnerships Manager
No OF DIRECT REPORTS	-

Revised By:	Bryan Salas	Date Revised:	21/09/2020
Approved By:	Nora Koslowski	Date Approved:	24/09/2020

POSITION PURPOSE:

The Business Reporting Coordinator is responsible for delivering a wide range of operational, administrative, and analytical duties which support the Organisational Learning Group. The key purpose of this position is to provide high quality and responsive functional support as well as administrative support on a range of services including invoicing, bookings, managing schedules, recording decisions and communicating progress, with a focus on driving process improvement, service and utilising data to support decision-making processes within OLG.

The nature of the position requires regular interactions with various departments or teams within Melbourne Business School, so good communication and collaboration skills are essential. This role is the front line for enquiries and day to day communication with external learning associates, staff consultants and faculty.

KEY RESPONSIBILITIES:

- Measure performance data against key data criteria to prepare regular reports (on key metrics e.g. utilisation, on accruals and any other reports as required).
- Facilitate interdepartmental collaboration towards continual reporting improvements to provide more robust data analytics and opportunities across the OLG (e.g. forecasted utilisation for Associates, Learning Consultants, Faculty, etc); continuously endeavouring to facilitate efficient data gathering and dissemination.
- Provide administrative support through the whole resourcing and engagement life cycle: preparation of new contracts (e.g. Master Consultancy Agreements; variations to contractual arrangements and any other related correspondence), coordination of purchasing/invoice processing, processing of bookings and any other administrative duties as required.
- Identify issues that may hinder completion of tasks and find appropriate solutions.
- Collaboration through seeking input from others and share own ideas to achieve best outcomes for OLG and the school.
- Support the Learning Partnerships Team and Program Managers with the engagement of associates/faculty and staff consultants on programs.
- Maintain internal systems and platforms, ensuring integrity and relevance of data and information relating to workforce data and stakeholder communication.
- Contribute to the ongoing review of business reporting, administration procedures, work practices and systems, and identify and recommend opportunities to improve those systems or processes which are used by the team/unit.

- Understand Organisational Learning Group member availability and workload to support the allocation and prioritisation of work.
- Work seamlessly as a team member within Learning Partnerships and across other OLG teams.
- Analyse and present data to leadership stakeholders to guide decision-making.
- Support Learning Partnerships and the OLG in managing change initiatives and assess the impact of these initiatives.

SELECTION CRITERIA

Qualifications, Experience and Skills

- Completion of a tertiary qualification or an equivalent combination of relevant work experience and/or education/training.
- Capability in data analysis and presentation for business reporting purposes.
- Excellent attention to detail, accuracy alongside strong administrative and reporting skills.
- Strong proficiency in relevant data platforms, e.g. Sharepoint, CRM, and across the MS Office Suite, in particular Excel and Smartsheet.
- Exceptional interpersonal skills and customer service orientation.
- Ability to work as an effective, contributing and collaborative member of the Learning Partnerships Team, and broadly in multiple teams, building relationships with others/across organisational boundaries.
- Ability to confidently liaise with internal and external stakeholders.
- Strong verbal and written communication skills.
- Ability to multi-task, prioritise and thrive in a high-volume, fast- paced environment.
- Resilience, with the ability to adapt and be flexible to meet the dynamic needs of the organisation.
- Process oriented with a problem-solving, solutions-focussed mindset.
- Ability to professionally manage sensitive and confidential information and issues.

MBS GUIDING PRINCIPLES

MBS is a values-based organisation which means that we understand that the way we go about things, our behaviours, attitudes and actions make a big difference to what we achieve. The way we do this is in consideration and demonstration of the following guiding principles:

Promote Diversity

'We embrace our diversity to promote opportunities for growth, learning and innovation'

Be Respectful

'We are open to other opinions and emotions, treat each other with respect and care for everyone in our community'

Work Collaboratively

'We foster trust, build strong relationships and work together to achieve the best outcomes'

Encourage Experimentation

'We act with courage, recognising it's okay to speak out and take risks to innovate and grow'

Act with Integrity

'Be honest, transparent, trustworthy and fair'

Be Accountable

'Take responsibility for your decisions and interactions'

Strive for Excellence

'We strive for excellence in all our actions and interactions'