

Advocacy Manager

Position Description

Employer	Monash Graduate Association Inc.
Level/Classification	HEW 7
Employment Type	Full-time, Ongoing
Work Location	Clayton/Caulfield Campus
Date document created/updated	July 2026

Organisational context

The Monash Graduate Association Inc. (MGA) is an independent incorporated body that is responsible for, and answerable to, the Monash University graduate community, as represented by the MGA Executive Committee (MGAEC). The MGA is the cross-campus representative body for all graduates 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 as well as numerous off-campus locations such as at the Alfred Hospital complex, Monash Medical Centre as well as graduate studying by distance education.

The MGA runs two full-time offices; one located at Clayton campus and one office at Caulfield campus. Regular office/advocacy sessions are scheduled or run on-demand 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

The Advocacy Manager is responsible for the day-to-day supervision and coordination of the Association's advocacy and migration casework, ensuring the delivery of high-quality, consistent and student-centred services that support graduate students across all campuses. The role is responsible for implementing established service delivery plans, monitoring service demand and adjusting operational resourcing in response to fluctuations in casework, and managing risks associated with complex advocacy matters, including supporting the wellbeing of staff who are exposed to distressing student circumstances.

Working under the direction of the Executive Officer, the Advocacy Manager leads and develops the advocacy team to deliver responsive, professional and compliant services. The role works collaboratively with the Research and Policy team, student representatives and University stakeholders to identify emerging student issues, contribute to policy development and support advocacy initiatives that enhance the graduate student experience.

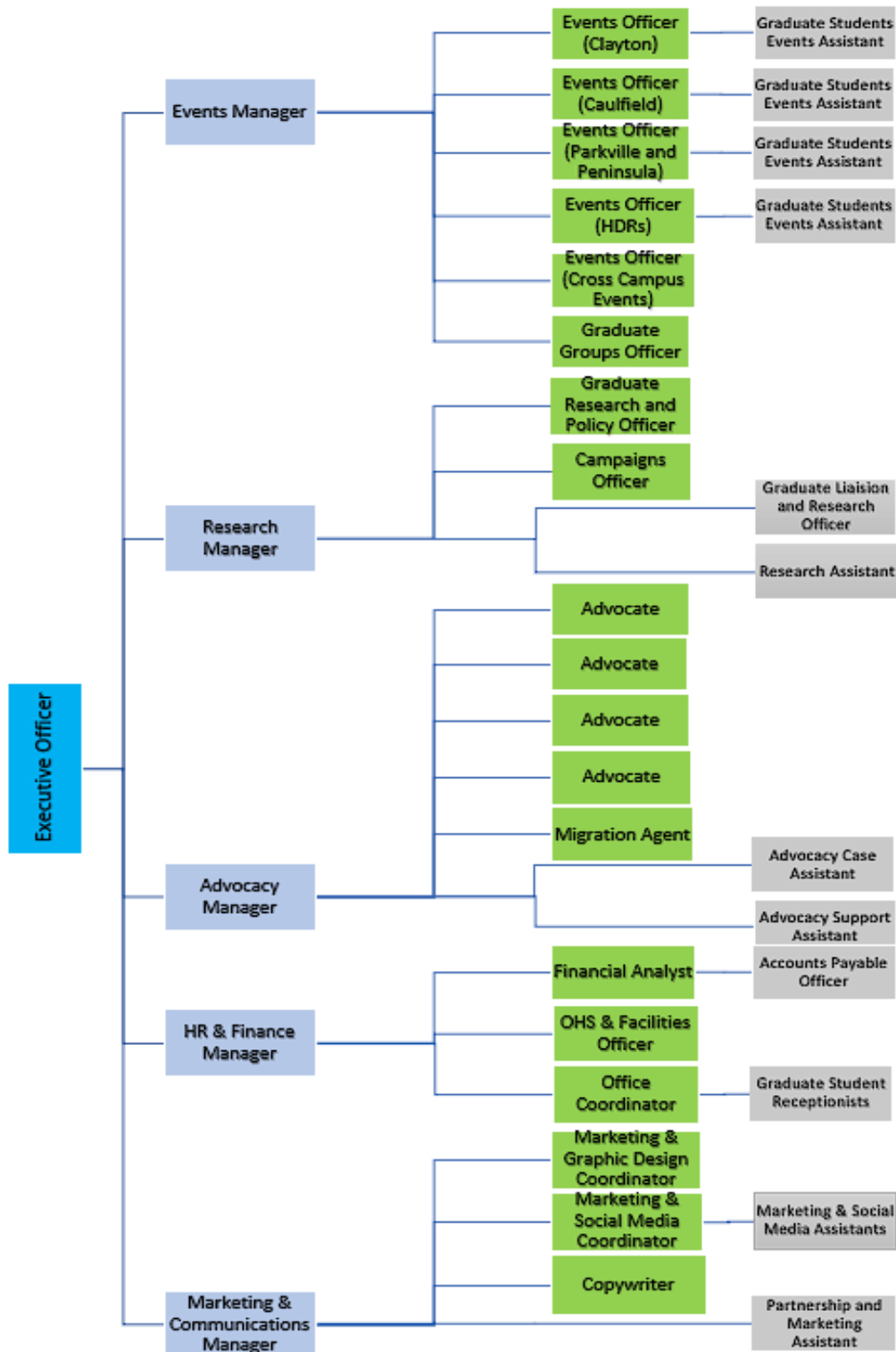
The position exercises a high degree of professional judgement and initiative in the management of complex student matters and the delivery of services in accordance with relevant legislation, professional standards and organisational policies.

- **Reporting line:** The Advocacy Manager will report to the Executive Officer.
- **Level of supervision:** Broad direction
- **Supervisory responsibilities:** The positions of Advocate, Assistant Advocate, Migration Agent, Advocacy Support Assistant, and Advocacy Case Assistant will report to the Advocacy Manager.
- **Financial delegation and/or budget responsibilities:** The Advocacy Manager will oversee the distribution of the allocated Welfare Grants budget.
- **Contribution to UN Sustainable Development Goal Targets:**

- 1.2, 1.4
- 2.1
- 4.3
- 10.2
- 12.5
- 16.3, 16b



Staff organisational chart



Key Result Areas and Responsibility

Advocacy Service

- Oversee the delivery of high-quality advocacy services to graduate students across all campuses, ensuring services are accessible, consistent and student-centred.
- Provide guidance and support to the advocacy team, including oversight and the management of complex, sensitive or high-risk student matters.
- Ensure advocacy services are delivered in accordance with relevant legislation, University regulations, professional standards and MGA policies and procedures.
- Monitor and evaluate service delivery, identifying opportunities for continuous improvement and quality assurance.
- Identify systemic issues arising from advocacy matters and work collaboratively across the organisation and relevant stakeholders to provide recommendations and improve student outcomes.
- Represent the Association on relevant University committees, working groups and external forums relating to student advocacy and welfare.
- Oversee the administration and approval of welfare grants in accordance with MGA Welfare Regulations.

Migration Service

- Oversee the delivery of the Migration Support Hub (MSH), ensuring services are compliant, ethical and delivered in accordance with relevant migration legislation and professional obligations.
- Provide support to the registered Migration Agent to ensure compliance with professional standards, legislative requirements and organisational policies.
- Monitor service quality, client outcomes and operational performance, implementing improvements where required.
- Monitor risks associated with migration advice and support the maintenance of governance and quality assurance processes established by the Executive Officer.

Leadership and Stakeholder Engagement

- Lead, supervise and develop the advocacy team, fostering a collaborative, high-performing and student-focused culture.
- Manage staff performance, workloads and professional development to ensure the effective delivery of advocacy and migration services.
- Develop and maintain productive relationships with University stakeholders and external organisations to strengthen collaboration and improve outcomes for graduate students.

- Work collaboratively with the Research and Policy team and student representatives to identify systemic student issues and inform policy development and advocacy initiatives.
- Work collaboratively with the Events and Marketing teams to identify and implement opportunities to increase visibility, accessibility and utilisation of the Association's advocacy and migration services across the graduate student community.
- Prepare reports and recommendations for the Executive Officer and MGA Executive Committee on service delivery, emerging issues and opportunities for service improvement.

Key selection criteria

1. A relevant tertiary qualification with at least four years' subsequent relevant experience, or an equivalent combination of relevant experience, education and training.
2. Demonstrated experience leading a client-focused service or operational team, including the management of complex matters and the delivery of responsive, high-quality services.
3. Demonstrated ability to lead, supervise and develop staff, fostering a collaborative, high-performing and client-focused team environment.
4. Demonstrated experience implementing service delivery plans, quality assurance processes and continuous improvement initiatives that enhance service delivery and client outcomes.
5. Highly developed written and verbal communication skills, including the ability to prepare reports, submissions and correspondence, and communicate effectively with a diverse range of stakeholders.
6. Demonstrated ability to build and maintain productive relationships with a diverse range of internal and external stakeholders, and to collaborate effectively to achieve organisational outcomes.
7. Highly developed conceptual, analytical and problem-solving skills, including the ability to identify systemic issues, interpret complex policies and legislation, and develop practical solutions.
8. Demonstrated understanding of governance, risk management and compliance, including the ability to interpret and apply policies, procedures and legislative requirements within a professional service environment.
9. Highly developed organisational and time management skills, including the ability to manage competing priorities, exercise sound professional judgement in a service environment.

Other job-related information

- The position requires a professional, collaborative and resilient approach, with demonstrated initiative, sound judgement and the ability to manage sensitive and complex matters with discretion and integrity.
- The role operates across multiple campuses, and regular travel between campuses and other work locations is an inherent requirement of the position.
- Due to the nature of advocacy and migration services, the incumbent may be required to respond to urgent or complex student matters and exercise flexibility in managing competing priorities.
- Some evening and weekend work may be required to support student engagement activities, orientation programs and other organisational initiatives.
- There may be peak periods during which access to leave may be limited due to operational requirements.
- A current Victorian driver's licence would be advantageous.
- The incumbent may be required to undertake other duties.

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.