Position Description – School Support Officer (SSO)

Position Details

Position Title:	School Support Officer (SSO)
College/Portfolio:	College of Business and Law
School/Group:	School of Management
Campus Location:	Based at the City Campus, however, may be required to work and/or be based at other campuses of the University.
Classification:	HEW 5
Employment Type:	Fixed Term for 15 months (Parental Leave backfill)
Time Fraction:	1.0 FTE

RMIT University

RMIT is a leading multi-sector university of technology, design and enterprise with more than 91,000 students and 11,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

Our purpose is to offer life-changing experiences for our students, and to help shape the world with research, innovation, teaching and industry engagement. With strong industry connections forged over 130 years, collaboration with industry remains integral to RMIT's leadership in education, applied and innovative research, and to the development of highly skilled, globally-focused graduates.

With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

We are also committed to redefining our relationship in working with and supporting Aboriginal self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation

We're proud to share with you:

- The launch of our second **Reconciliation Plan for Dhumbah Goorowa– a "commitment to share" - an important step in our reconciliation journey**.
- RMIT University is an **Athena SWAN** member with Bronze Award accreditation and the College of Science, Engineering and Health is central to driving improvements in gender equality, diversity and inclusion, particularly in the Science, Technology, Engineering, Mathematics and Medicine (STEMM) disciplines.
- RMIT was placed **10th in the 2019 Randstad Employer Brand Research Awards**, up five spots from 2018.
- We were named as an **Employer of Choice for Gender Equality** by the Workplace Gender Equality Agency three years in a row!
- We achieved **Gold Employer status for LGBTIQ** inclusion in the Australian Workplace Equality Index (AWEI) in 2018, 2019 and 2020.
- We were recognised as a **top five employer in 2018 for workplace accessibility** by the Australian Network on Disability and awarded with **Disability Confident Recruiter Accreditation** in 2020.
- In 2020, RMIT University has become the first Australian institution to receive the **HR Excellence in Research Award,** recognized by the European Commission.

RMIT Standings in university rankings

We are ranked **#1 in the world** for our efforts to reduce inequality in the Times Higher Education (THE) Impact Rankings 2020.

RMIT has a deep commitment to innovation, research and teaching, we are a 5-Star university under the QS Stars international evaluation system and are **223rd globally in QS World University Rankings 2021** (moved up 15 places compared to 238th last year), being also 18th in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index). Additionally:

- In the 2020 QS World University Rankings by Subject, RMIT was positioned 11th in the world (highest ranked in Australia) in Art and Design, 22nd in the world (fourth highest in Australia) in Architecture and the Built Environment, and 37th in Media and Communications. We are also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Mechanical, Aeronautical and Manufacturing); Accounting and Finance; and Business and Management Studies).

- In the 2020 QS Rankings by Subject, RMIT was ranked 11th in the world and number one in the Asia Pacific for Art and Design, and 26th in Architecture and the Built Environment. RMIT is also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Computer Science and Information Systems); Accounting and Finance; Business and Management Studies; and Communication and Media Studies. The 2018 Shanghai Ranking's Global Ranking of Academic Subjects highlighted RMIT's strength in Engineering and Technology in particular.

- In the specialised rankings, RMIT is ranked 77th in the QS Graduate Employability Rankings 2020 and 82nd in the inaugural Times Higher Education University Impact Rankings 2019.

- RMIT has moved up 51 places in the 2021 Times Higher Education World University Rankings, strengthening its reputation as a leading global university. The University has leapt more than 150 places since 2015 and is now ranked in the **top 301-350 band**.

- RMIT continued its strong performance in the 2020 CWTS Leiden Ranking, which ranks the world's top research-intensive universities, moving up 21 places to be ranked **293rd globally** on proportion of international publications, and **ranking 225th** on proportion of top 5% publications, up 120 places from 2019.

For more information, visit www.rmit.edu.au/about

College of Business and Law

As one of the largest Business Schools in the Asia Pacific region, the College of Business and Law is comprised of five schools – four in Melbourne and one in Vietnam - delivering a broad range of programs in Business, ranging from Certificates up to PHD levels. Many programs articulate between Vocational Education and Higher Education, creating pathways for further study. RMIT Business programs are delivered in Melbourne, Vietnam, Singapore, Shanghai and Jakarta, as well as through Open Universities Australia (OUA) and RMIT Online. The College has an annual budget of approximately $280 million, employs over 1000 staff and delivers programs to approximately 30,000 students (20,000 EFTSL).

In line with RMIT's vision to be recognised as a global university of technology, design and enterprise, the College mission is to deliver in a global context innovative, industry-engaged education and applied research connected to business. The College assists in achieving the ambitions of RMIT's new five-year strategic plan Ready for Life and Work by making active contributions towards life-changing experiences for students, creating passion with purpose for its staff and shaping the world with impactful research and global reach.

In particular, the College has defined a number of initiatives which are summarised in three priority areas: enterprising, student experience and international mobility.

The College is located on RMIT University's City Campus and resides in the state of the art Swanston Academic and Emily McPherson buildings.
For further details about the College, please visit:
https://www.rmit.edu.au/about/our-education/academic-colleges/college-of-business

School of Management

The School of Management delivers high-quality programs in business management, international business, entrepreneurship, and human resource management. Guided by principles of socially responsible management, global sustainability, and entrepreneurship, we prepare graduates to succeed in an ever-evolving global environment.

Our applied research addresses real-world challenges across people, organisations and work, entrepreneurship and innovation, and social change. Strong industry connections are embedded throughout the School, with input from prominent alumni, business leaders, and adjunct professors who inform our programs and ensure alignment with contemporary industry needs.

Work Integrated Learning is a core feature across all programs, offering students invaluable practical experience and professional network development. Our MBA and EMBA consulting courses further enhance this by engaging students in real industry projects, supported by expert academics and mentors.

We also maintain active engagement with the Victorian community, professional bodies, government, research centres, and education providers across Australia and internationally to foster collaboration and drive positive social and industry impact.

For further details about the School, please visit:
https://www.rmit.edu.au/about/schools-colleges/management

Position Summary

The School Support Officer (SSO) will work under the direction of the Senior Manager Planning and Operations to provide a broad range of administrative and resource support functions which ensure effective delivery of School operations. These include but are not limited to supporting sessional academic staff engagement and renewals, sessional teaching/research casuals timekeeping and payroll approvals, School activity/event assistance, along with general administrative support across the domains of teaching, research and engagement.

Reporting Line

Reports to: Senior Manager, Planning & Operations

Direct reports: Nil

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Provide comprehensive administrative and secretarial support to the School and its committees, ensuring effective operation in line with School/College processes and standards. Complete tasks accurately and promptly to meet team standards.
- Assist the Senior Coordinator in managing sessional staff engagement, onboarding, and pay processes within the School.
- Develop and maintain strong relationships with teams such as Casual Recruitment, Finance, Human Resources, and others.
- Support regularly updating content and access to the School's website, internal SharePoint pages and document repositories.
- Coordinate facilities access, maintenance support, and resources for staff, students, and visitors in collaboration with the College professional services team.
- As required, assist in coordinating workshops, seminars, events and planning days. Work collaboratively with other event staff as required.
- Actively engage in School/College continuous improvement processes, identify opportunities for improvement, provide feedback to relevant areas, and contribute to the streamlining of academic service processes, communication lines, and support services.
- Other duties as directed within the scope of this classification.

Key Selection Criteria

1. Experience in providing high-level administrative support in a University environment or similar large and complex organisation.
2. Demonstrated strong written and verbal communication skills.
3. Demonstrated experience and expertise in the provision of quality customer service, including sound knowledge and consistent application of relevant University policy and procedures and the ability to provide advice.
4. Well-developed interpersonal and problem-solving skills, with the ability to take the initiative in identifying and pursuing opportunities to improve existing practices and services.
5. Ability to build and maintain effective and productive relationships with a wide range of groups, both internal and external to the University.
6. Demonstrated computer literacy including word processing; excel, presentation software; email; internet and electronic document management applications.
7. Event management skills and experience.
8. Proven ability to work effectively as a flexible team member committed to achieving own and work team goals and priorities, and to continuous improvement.
9. Ability to prioritise tasks and meet deadlines in a demanding environment.

Qualifications

Relevant qualifications and/or proven experience.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Name: Title: Date:	**Approved:**	Signature: Name: Title: Date: