



## Position Description – Operations Officer

### Position Details

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**Position Title:** Operations Officer

**College/Portfolio:** Business and Law

**School/Group:** Students & Operations

**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:** Continuing

**Time Fraction:** 1.0 FTE

### RMIT University

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RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous 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.

## Why work at RMIT University

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Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

## College of Business and Law

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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>

## Position Summary

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The Operations Officer is responsible for providing high level, confidential administrative support across a range of operational services supporting all College of Business and Law staff, including: facility management and maintenance; administrative support for emergency and first aid procedures; procurement and resource management; project and catering support.

In collaboration with other members of the Operations team, the Operations Officer will establish and maintain consistent systems for the management of resource services and facilities and is responsible for monitoring the completion of operational tasks assigned to them. The Operations Officer is often the first point of contact for internal and external staff and College executive and senior administrative staff and is therefore expected to deliver high quality and responsive customer service.

## Reporting Line

Reports to: Manager, Operations

Direct reports: Nil

## Organisational Accountabilities

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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**

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- Deliver effective and responsive administrative support and customer service to support facility maintenance and resource services for the College of Business and Law, across all its buildings.
- In collaboration with the Coordinator, Operations, establish and maintain appropriate and consistent systems, instructions and information and document control of procedures and processes. Actively engage and contribute in service level continuous improvement activities.
- Demonstrate initiative around decision making of delegated tasks and assume overall responsibility for tracking and monitoring the completion of own tasks
- Undertake and support College wide procurement activities including raising purchase orders and invoices, placing orders via approved suppliers. as well as maintenance, control and stocktake of consumables and equipment.
- Support the management of loan equipment for College of Business and Law staff and HDR candidates.
- Support the Coordinator, Space and Facilities in scoping and raising building facility project work requests, in maintaining space and workforce data in OfficeSpace and in providing logistical support for staff and HDR relocations.
- Deliver services to support the onboarding and offboarding of staff, including coordination of keys, mail boxes and name plates for College of Business and Law staff.
- Deliver catering support services, including raising catering orders and liaising with caterers and College of Business and Law staff. Ensure that all catering requests adhere to the RMIT University Business Expenses policy.
- Delivery facility maintenance services across all College of Business buildings as delegated, including maintenance of meeting rooms, tea points and staff lounges.
- Provide administrative support to projects, such as those involving facilities, minor works, software adoption or business process transformation.
- Other duties as directed within the scope of this classification

### **Key Selection Criteria**

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1. Substantial experience in providing customer focussed administrative support in a university environment or similar large and complex organisation.
2. Demonstrated organisational, interpersonal, oral and written communication skills and the proven ability to liaise effectively with a wide range of management, staff and external parties on a range of issues.
3. Demonstrated experience and expertise in the provision of quality customer service, including sound knowledge and consistent application of relevant policies and procedures and the ability to provide advice.
4. Substantial experience and proven ability to take initiative in identifying issues and proposing opportunities to improve existing practices and services.
5. Demonstrated high level of computer literacy including: word processing; presentation software; CRM; email; internet and electronic document management applications.
6. Proven ability to work effectively as a flexible team member committed to achieving own and work team goals and priorities, and to continuous improvement.
7. Ability to prioritise tasks and meet deadlines in a demanding environment.

**Qualifications**

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Relevant tertiary qualifications and/or proven extensive 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.

<b>Endorsed:</b>	Signature: Name: B McCarthy Title: Senior Manager, Professional Services Date: June 2021	<b>Approved:</b>	Signature: Name: R Dobek Title: General Manager, College Operations Date: July 2021
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