



## Position Description – School Support Officer (SSO)

### Position Details

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<b>Position Title:</b>	School Support Officer (SSO)
<b>College/Portfolio:</b>	College of Business and Law
<b>School/Group:</b>	School of Economics, Finance and Marketing
<b>Campus Location:</b>	Based at the City Campus, however, may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW 5
<b>Employment Type:</b>	Fixed Term
<b>Time Fraction:</b>	0.6 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>

## School of Economics, Finance and Marketing

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The school began as the Department of Economics and Finance in 1990 and in 2005 the discipline of Marketing joined the Department to become the School of Economics, Finance and Marketing. As a School we aim to provide practical, relevant, and innovative economics, finance, marketing, blockchain enabled business and social impact programs; research; industry training and consulting which graduates, employers, industry and university peers acknowledge as amongst the best available in the international marketplace.

We offer undergraduate programs in Economics, Finance and Marketing, postgraduate programs in Finance and in Marketing and Blockchain Enabled Business and higher degrees by research (Masters or PhD) in all three of our disciplines (Economics, Finance and Marketing). Our undergraduate programs are also offered at RMIT Vietnam and through our partnership with The Singapore Institute of Management.

We are a multi-disciplinary team with cutting edge facilities looking to engage with others.

## Position Summary

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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 staff engagement and renewals, key activity/event administration, along with general administrative support across the domains of teaching, research and engagement.

## Reporting Line

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Reports to: Senior Manager, Planning & 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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- 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.
- 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.
- Cultivate and maintain effective working relationships with all relevant stakeholders, utilizing effective and appropriate communication when dealing with internal and external contacts.
- Other duties as directed within the scope of this classification.

## Key Selection Criteria

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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 advanced level of computer literacy including word processing; excel, presentation software; email; internet and electronic document management applications.
7. Proven ability to work effectively as a flexible team member committed to achieving own and work team goals and priorities, and to continuous improvement.
8. Ability to prioritise tasks and meet deadlines in a demanding environment.

**Qualifications**

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Relevant tertiary 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.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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