Position Description – VE Senior Services Officer

Position Details

Position Title: VE Senior Services Officer

College/Portfolio: Vocational Education.

School/Group: Planning & Resources

Campus Location: Based at either the Melbourne, Brunswick or Bundoora campus, but may be required to work and/or be based at other campuses of the University.

Classification: HEW 6

Employment Type: Fixed-Term

Time Fraction: 1.0 FTE

RMIT University

RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. 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.
https://www.rmit.edu.au/about
https://www.universitiesaustralia.edu.au/university/rmit-university/

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, 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

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

The College of Vocational Education

The purpose of RMIT's College of Vocational Education is to empower learners and our industry, community and government partners to succeed in the new world of work. Our five-year strategic roadmap, ALiVE@RMIT, purposefully guides everything we do in vocational education to deliver our vision: to position RMIT as a leading multi-sector provider with global impact and influence.

Led by our Deputy Vice Chancellor, the College of VE is reimagining how we deliver vocational education to create unique experiences for our students and partners, so we can:

- lead in practice-based learning
- empower learners for the future of work
- engage industry and community at scale
- grow for impact and influence

The College of VE is delivering impact through transformation that creates long-term change.

Our strategy - RMIT University

Planning and Resources

Our planning and resources function puts the student at the centre of our thinking through a precinct-based approach that delivers the right support where it is needed most. This enables us to deliver a consistent student and staff experience with differentiation between whole of college services and bespoke units or functions. The shared services model which underpins this team is designed to assist with flexible resourcing and service delivery to meet the cadence, requirements and nature of University business.

Position Summary

The VE Senior Services Officer will operate within a shared services model for the College of Vocational Education. The approach to service delivery will allow the VE Senior Services Officer to be deployed as required across various College functions, providing the candidate with a breadth of experience and exposure to subject matter expertise.

This role will be responsible for leading high-quality administrative support across College teams which include Planning & Resources, Learning & Teaching Innovation and Quality, Partnerships, and supporting education delivery. The role will be required to coordinate project activities, events and provide administrative and project advice and expertise across the College.

The role will excel at providing customer service to staff and students to assist in the coordination of, and participation in, activities including, but not limited to, student lifecycle services, course and program management activities, information management, events and process improvement activities. The role will be responsible for the management and resolution of complex queries from staff and students and will be required to maintain productive working relationships to provide timely solutions.

Reporting Line

Reports to: Senior Coordinator, Delivery Planning & Support

Direct reports: N/A

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 high-quality customer service and lead administration support to a range of areas which may include Selection & Admissions, WIL/Placements, Partnerships, Learning & Teaching Innovation & Quality and additional administration support for a wide range of stakeholders, including professional staff, teachers, and students.
- Manage complex issues and queries from staff and students and work with authority to reach timely resolutions, escalating when required.
- Assist in the delivery of a full range of activities related to their relevant team including delivery, administration, event management and support as well as providing expertise and advice where necessary.
- Ensure a high-quality client service focus through phone, online and face-to-face channels in the first instance, and ensuring appropriate management, follow up and referrals to see out matters to completion.
- Ensure effective delivery of events and projects and required.
- Coordinate and advise on continuous improvement processes, identifying opportunities for improvement, providing feedback to relevant areas and contributing to the streamlining of processes, events and support services to achieve a successful student and staff experience.
- Lead and coordinate scheduling, meeting or classroom bookings, room set up support and management of any catering of external events and activities and delegating activities as required.
- Development and maintenance of effective working relationships with all relevant stakeholders and use of effective and appropriate communication when communicating with internal and external.
- Maintenance of up-to-date knowledge pertaining to the College and L&T Industry group activities, policies and current projects.
- Provide administrative advice and expertise, tracking and management of all documentation, processes and reporting related to WIL/Engagement activities.
- Proactively support the team and collaborate across the College to ensure efficient and effective delivery of services to both internal and external customers.
- This role may be required to work across all College teams and functions to support the business throughout peak periods.
- Perform other duties as requested by the Manager.

Key Selection Criteria

- Highly developed interpersonal skills and proven ability to build and maintain strong collaborative working relationships with a variety of internal and external stakeholders.
- Excellent problem-solving skills, including demonstrated experience developing and delivering complex written reports to a high standard and with a high level of attention to detail.

- Demonstrated experience in providing high quality customer service to internal and external stakeholders and experience managing complex queries in a fast-paced, large scale environment.
- High level oral and written communication skills, with a proven ability to communicate effectively with a broad range of individuals and groups from diverse backgrounds.
- Ability to demonstrate flexibility and initiative, by working independently and with limited direction, as well as effectively within a dynamic small team environment.
- Proven significant administrative experience in planning, organising and prioritising work in a busy environment with multiple and conflicting priorities and competing deadlines.
- Demonstrated expertise in developing, recommending and implementing changes and improvements to administrative procedures and functions.
- Demonstrated ability to use information and communication technologies effectively, including Microsoft suite, web and email software and database use.

Qualifications

- Relevant qualification and/or relevant customer service and administration 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: