



Position Description – VE Services Officer.

Position Details

Position Title:	VE Services Officer.
Position Number:	xxx.
College/Portfolio:	Vocational Education
School/Group:	Delivery Services
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 5.
Employment Type:	Fixed-term
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 in 2019.
- We achieved **Gold Employer status for LGBTIQ** inclusion in the Australian Workplace Equality Index (AWEI) in 2018 and now in 2019.
- We were recognised as a **top five employer in 2018 for workplace accessibility** with the Australian Network on Disability.

RMIT Standings in university rankings

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 **238th globally in QS World University Rankings 2020** (moved up 12 places compared to 250th last year), being also 32nd in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index). Additionally:

- In the 2019 QS World University Rankings by Subject, RMIT was positioned 12th 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 2018 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 also ranks in the world's **top 400** in the 2019 Academic Ranking of World Universities and in the world's **top 400** in 2020 Times Higher Education World University Rankings.

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

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 Pro 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.

Learning and Teaching Innovation

Guided by our student-centered approach, the College of VE empowers high-performing educators to deliver exceptional learning experiences by:

- Accelerating online delivery and embedding learnings from COVID-19 and
- Enabling a new and unique approach to practice-based learning

With a central focus on learning and teaching innovation, driven by a culture of continuous improvement and underpinned by strong governance, the College of VE strives for excellence in quality, compliance and policy oversight.

Position Summary

The VE Services Officer will operate within a shared services model for the College of Vocational Education. The approach to service delivery will allow the VE 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 providing high quality administrative support across College teams which include Planning & Resources, Learning & Teaching Innovation and Quality, Partnerships, and supporting education delivery.

The VE Services Officer will also 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.

Reporting Line

Reports to: Coordinator, Delivery Services

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.

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 administration support to a range of areas which may include: Selection & Admissions, Student Lifecycle Services, WIL/Placements, and additional support for a wide range of stakeholders, including professional staff, teachers, and students
- Ensure a client service focus within these areas through face-to-face, online and over the phone channels, while following up with issues and managing them to completion, escalating as appropriate.

- Active contribution to, and participation in 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 excellent student and staff experience.
- Support effective delivery of industry and student events and projects. This includes the preparation of event checklists, risk assessments and liaising as required with Property Services and Information Technology teams to ensure the safe and effective delivery of activities.
- Provide scheduling, meeting or classroom bookings, room set up support and management of any catering of external events and activities.
- Maintenance of effective working relationships with all relevant stakeholders and use of effective and appropriate communication with internal and external contacts.
- Maintenance of up-to-date knowledge pertaining to the College and L&T Industry group activities, policies and current projects.
- Manage a range of inboxes and respond to queries as required
- Support committees and working groups and development of agendas, papers and minutes as required
- Provision of administrative support for WIL and student mobility activities as required including coordination of printing, approvals, emailing and posting of proposal documents as required.
- required.
- This role may be required to work across all College teams and functions to support the business throughout peak periods.
- Proactively support the team and collaborate across the College to ensure efficient and effective delivery of services to both internal and external customers.
- Perform other duties as requested by the Manager.

Key Selection Criteria

1. Highly developed interpersonal skills and proven ability to build and maintain strong collaborative working relationships with a variety of internal and external stakeholders.
2. Demonstrated experience in providing high quality customer service to internal and/or external stakeholders.
3. 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.
4. Ability to demonstrate flexibility and initiative, working effectively within a dynamic small team environment.
5. Proven administrative experience and planning, organising and prioritising work in a busy environment with multiple and conflicting priorities and competing deadlines.
6. 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.

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