

Student Liaison Officer/Admin Team Leader

Position No.

Organisational Unit Administration & Student Liaison

Location This position is based on the Brunswick campus 3 days per week and City campus 2 days per week. The incumbent will be required to travel to and work at other Melbourne campuses as directed.

Classification SUE 4

Salary \$77,912 Full time equivalent + superannuation

Superannuation UniSuper or other as indicated by incumbent

Employment Type Permanent Full time 1.0 FTE (35 hours per week)

Other Benefits Student Union employees are covered by an Enterprise Agreement.

Current Occupant New position

Closing Date **COB Sunday 9 February 2020**

Contact For further details and to apply email: recruitment@cloud9dynamics.com.au using the subject line: **Student Liaison/Admin Team Leader application**

Advice to Applicants Applicants **must specifically address the selection criteria** and provide a detailed curriculum vitae by the closing date. Please include the names, phone numbers and email addresses of two referees in your application.

All applications should be sent via email to rusu.jobs@rmit.edu.au by the closing date above. Late applications will not be accepted.

About the RMIT University Student Union (RUSU)

The RMIT University Student Union (RUSU) is the representative body of around 65,000 RMIT University students and is an independent organisation from RMIT University. RUSU has an annual operating budget of over \$4 million and employs over 25 paid staff members and 20 student casuals. It is governed by 27 elected student office bearers, most of who receive an honorarium. RUSU's main offices are in the CBD; however, we operate offices and provide services on outlying campuses in Bundoora and Brunswick.

RUSU represents students' interests and undertakes a vast range of activities that enhance and foster an active and informed student life on campus. This is done through:

- The provision of student information and referral services.
- Undertaking campaigns, education and training programs, forums and workshops, including the promotion of student welfare, advocacy and student complaint resolution.
- Providing a diverse range of social and cultural activities and free food events
- Coordinating a wide range of student clubs
- Providing a professional accredited volunteer program for RMIT students.
- Operating RUSU Realfoods –vegetarian and vegan, organic and fairtrade cafes.
- Producing student publications, operating a TV production house and maintaining a website/social media presence.

All staff and student representative positions are required to operate within the parameters of the Student Union Constitution, Regulations, Policy and the staff Enterprise Agreement. All staff are supervised and directed by the annually elected student representatives.

Working Environment/Important Personal Attributes

This position within RUSU offers a unique and rewarding working environment, whereby elected student representatives are the managers and supervisors. They are elected annually hence the position is subject to serving a new student management team each year. The elected student representatives are supported by a range of permanent paid professional staff.

While some of the students may lack previous experience, the majority are enthusiastic, keen to learn and be mentored during their term of office. They are not paid staff but do receive a small honorarium and may need to work part time, in addition to their roles at RUSU and their tertiary studies.

Therefore, RUSU staff must have excellent interpersonal skills and genuinely enjoy working with young adults in a dynamic, fun and at times busy environment. They must also possess a willingness to share their knowledge and experience to develop and support these students in their roles as student representatives.

About RUSU Brunswick

The Brunswick campus is home to creative students studying graphic design, textiles and fashion design. The key services provided by RUSU at Brunswick include:

- A RUSU Information Counter which is the first point of contact for all student enquiries in relation to RUSU
- A Student Rights Service
- Compass Welfare Drop In Service & Food Bank
- Student Representation, Outreach and Campaigns
- Weekly Breakfasts/Healthy Eating Program
- Weekly lunch time event, and other social events & parties
- Student Volunteer Program and Clubs & Societies
- Women's Rooms and a Queer Room

RUSU is committed to maximising our engagement with students and the impact and reach of our programs at Brunswick. Maintaining regular information counter hours, in addition to delivering regular and popular student life/outreach programs is core to this.

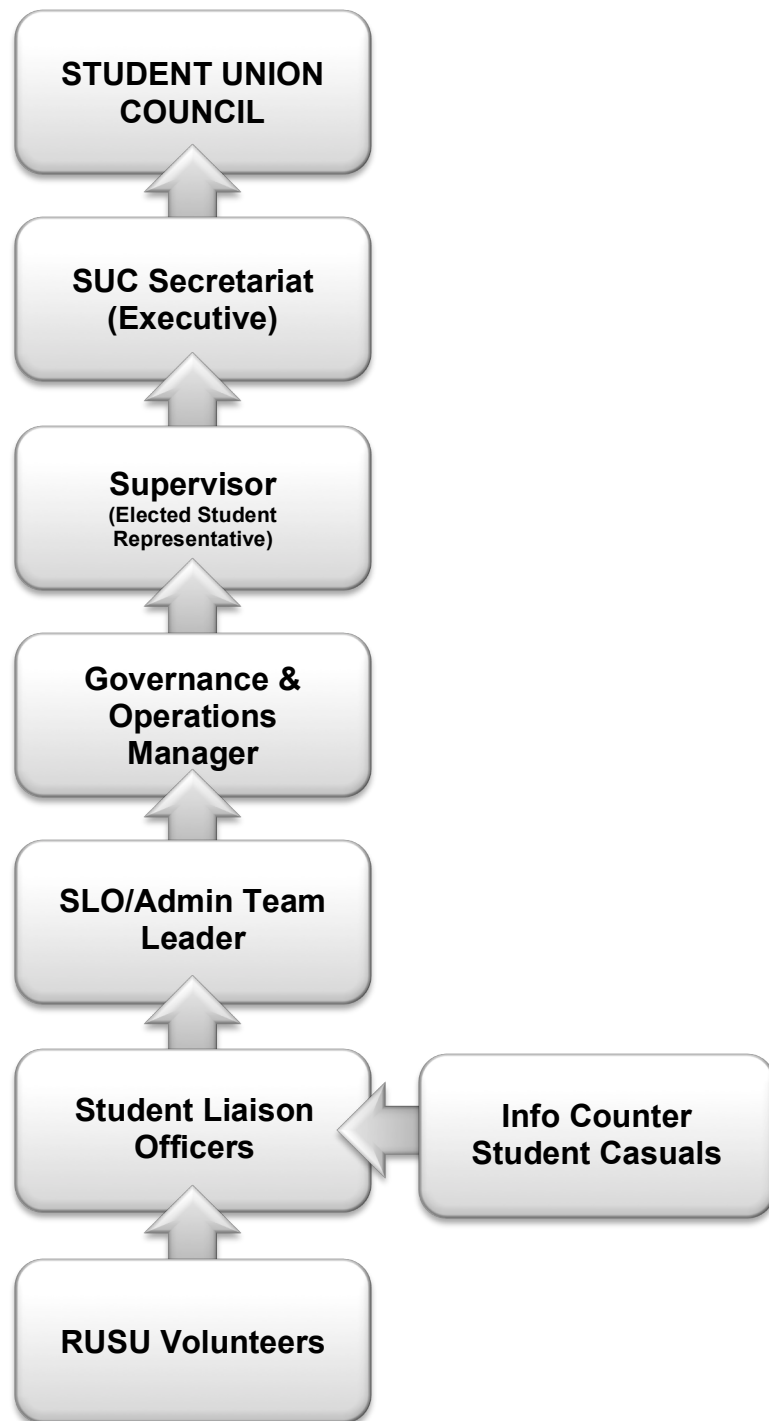
Organisational Unit

The Administration and Student Liaison unit is an integral part of the day-to-day operations of the RUSU offices and operations. It consists of 3 campus-based SLO's, information counter student casuals and the SLO/Admin Team Leader. The department plays a key role in providing a wide and varied expanse of information, resources and services for students.

It is a focal point for communication, coordination and dissemination of information to all RUSU departments and to RMIT students, staff and other stakeholders. Being the initial contact point of the organisation enables the department to actively promote the Student Union through front line enquiries, information referral, and RUSU membership sales.

Within RUSU, the department fulfils the organisational, administration, communication and IT support role for the various RUSU offices, paid staff and elected student representatives. This includes; email service accounts, bookings systems, maintaining office equipment and supplies and coordinating with RMIT to maintain RUSU facilities, IT and telecommunications.

Organisational Chart



1. Position Summary

The SLO/Admin Team Leader position is a key position at RUSU. It has three elements:

- SLO and office administration at the Brunswick campus;
- Leading the cross-campus team of SLOs and Info Counter Casuals; and
- Coordination of the RUSU administration functions. The role works both front and back of house.

The Student Liaison Officers (SLOs) are the public face of RUSU, staffing our information counters, overseeing the administration of RUSU offices and services and actively engaging with students at regular outreach events. They link the work done behind the scenes at RUSU with the students who seek our support and access our services and events.

In addition to undertaking front of house SLO duties on the Brunswick campus several days a week, the SLO/Admin Team Leader position provides leadership, guidance, advice and support to the SLOs and Info Counter casuals. They facilitate communication with and direction from management and the staff members in this team.

The SLO Team leader acts as a central point of coordination for the administrative functions for a range of RUSU activities, through directly undertaking tasks or delegating tasks appropriately within the team and supporting team members to complete work requirements.

The position involves a high level of organisation and administration skills. It is a multi-functional role that requires the incumbent to work on and prioritise a number of tasks concurrently.

2. Key Responsibilities

Team Leader

- Provide leadership, guidance, advice and support to the staff members in the Student Liaison/Admin team.
- Facilitate effective communication with and direction from management to the team.
- Support the overall planning, task allocation, reporting and coordination of the team, including convening, chairing and ensuring documentation of regular team meetings.
- Provide advice to the the Human Resources Support Officer and management regarding staff leave, professional development needs and HR related matters as required by RUSU processes.
- Oversee/undertake the rostering of RUSU Information Counter Student casuals and provides support and task direction.
- Ensuring that all team members complete reporting and provide management with the required external and internal reports.
- Work with the Governance and Operations Manager and Student Union Council to support adherence to legislation, University policy and regulations as well as RUSU policies and procedures within the SLO/Admin team activities.

Administration Coordination

- Coordinate the administrative support for RUSU staff and relevant elected Councillor/s to support the daily operations and developmental processes of RUSU.
- Oversee the implementation, operation and administration of processes to effectively manage all RUSU booking, hire and appointment functions and service accounts.
- Act as the RUSU central point of contact for internal RMIT bodies related to IT and facilities including; RMIT Information Technology Services, RMIT Property Services, Locksmiths, RMIT Security and to liaise with external IT, telecommunication and relevant service providers as required.
- Coordinate IT audits, processes and procurements and the audit and decommissioning of RUSU assets.
- Ensure appropriate administrative support is provided to the Human Resources Support Officer to ensure RMIT HR, IT, security and administrative access/processes have been set up and maintained for RUSU staff and student representatives.

Brunswick Student Liaison Officer Duties

The position of Student Liaison Officer/ Admin Team Leader involves three days per week staffing the Brunswick RUSU information counter and overseeing the Brunswick office operations. This includes.

- Reception duties and providing a point of sale for RUSU memberships & lockers.
- Answering straightforward enquiries regarding RUSU or providing referrals.
- Providing basic student rights advice, referrals and making appointments.
- Delivering the weekly free breakfast and assist with support to RUSU events as required.
- Providing support and supervision to student volunteers and student casuals working from the information counter, RUSU membership stalls and outreach events.
- Providing student clubs with basic advice, information and resources.
- Providing information and assistance to students interested in volunteering at RUSU.
- The distribution of information and promotional materials for RUSU.
- Brunswick office administration and clerical duties such as; mail, data entry, record keeping, creating databases, photocopying, maintenance of office equipment and supplies.
- Undertaking cash reconciliation, preparation of finance paperwork and organising banking for RUSU Brunswick.

Other Duties/Projects

Undertake or oversee necessary projects, as outlined and determined by work plans and project briefs.

This position will assist with coordination of the Student Rights Appeal Representative Volunteer program as required.

This position will be required to contribute, collaboratively, towards the aims and objectives of RUSU. This includes performing other duties that may not be listed within this position description consistent with the skills and capabilities required for this position.

3. Selection Criteria

3.1 Essential

- Completion of a relevant tertiary qualification (Associate Diploma or Degree) and at least two years (full time equivalent) relevant work experience or an equivalent combination of experience and education.
- Enthusiasm for working with and for students in the tertiary environment, and an understanding of and commitment to the principle of student control over student affairs.
- Prior experience leading a team of staff or equivalent experience that demonstrates significant leadership and coordination.
- Experience with the provision of information and referrals (minimum one year), ideally in a first point of contact role.
- Comprehensive knowledge and experience of administrative duties and procedures.
- Demonstrated project management experience including coordinating and/or undertaking administrative projects or small-scale events.
- High-level written and verbal communication skills, demonstrated ability to work with and establish and maintain effective working relationships.
- Intermediate to Advanced level in MS Office Suite in particular Word and Excel. Sound knowledge in the application of other industry standard applications.
- Ability to adapt to changing IT and organisational environments, identify innovative solutions and make recommendations for IT and admin related procurements and procedures.
- Experience supervising, supporting and resourcing volunteers.
- High level of organisational skills, time management, attention to detail and ability to prioritise work commitments.
- Proven strong team working ability and the capability to trouble shoot, problem solve and take initiative where necessary and appropriate.

3.2 Desirable

- Experience working with student organisations, community groups or board directed environment.
- Knowledge of RMIT University Student Union or the RMIT environment.
- Certified training in Responsible Serving of Alcohol and Food Handling Safety or willingness to undertake appropriate training.
- Ability to speak a language other than English.

4. Special Requirements

- The successful applicant will be required to hold a valid Working with Children Check.
- Successful completion of a police check.
- An appropriate visa to work in/ fulfil the requirements of this role in Australia/New Zealand.
- This position is subject to a 6-month probation period.

5. Job Complexity, Skills, Knowledge

Level of Supervision, Independence

The incumbent works under the general direction of an elected student representative appointed as supervisor (usually the General Secretary). They report through and may receive direction from management through the Governance & Operations Manager. The incumbent should have the ability to take initiative and troubleshoot in the absence of supervision where appropriate, and within RUSU established processes.

The duties of this position are conducted collaboratively with elected student representatives and RUSU staff.

This position works closely with and leads the team of Student Liaison Officer staff members and provides a conduit for direction from management to the team. They receive support, guidance and advice from the Governance & Operations Manager and student supervisor with leading this team. This role also coordinates the rostering and may provide support and task direction for the Information Counter Student Casuals.

This position is required to provide regular work reports on the outcomes and activities of the team to their supervisor and to the Governance and Operations Manager.

The incumbent will have support available from the Student Engagement Officer with issues related specifically to volunteers.

Problem solving and judgement

The incumbent applies their knowledge of administrative, technological and project management procedures and systems to a range of tasks across RUSU departments and services. While the incumbent follows established processes and procedures in many areas of their work they are also required to take initiative, troubleshoot and problem solve in other areas.

Judgement and advice focuses on the changing needs of the organisation. They may provide input into and recommendations for updates to RUSU policies, procedures and procurement.

Professional and organisational knowledge

This position requires a high level of skill and experience in customer services provision, general office administration/ administrative processes and general project management. It requires prior experience leading a team or a skill set/education experience relevant that demonstrates leadership.

This position requires a clear understanding of and adherence to all Student Union rules and processes, including Constitution, Regulations and Policy decisions regarding administration matters.

This position requires a level of professionalism to deal with confidential issues and information.

This position also requires an understanding of the services and functions of the Student

Union and a broad understanding of relevant services and processes within RMIT, as obtained through their employment.

This position requires a preparedness to undertake training to gain and develop basic advocacy skills.

Task level

The position is a multi-functional role encompassing; information provision, referral, service delivery, coordination and delivery of administrative tasks and small projects.

The incumbent leads a small team of Student Liaison Officers and Information Counter Student Casuals with support from the Governance & Operations Manager and student supervisor.

They apply their skills and knowledge to a varied range of tasks across the many RUSU departments and services. They are required to provide general information on a wide variety of RUSU services and issues and to have knowledge of RMIT services, processes and facilities more broadly.

The incumbent may undertake planning and development functions within a set project/ work area. They may make recommendations to management regarding RUSU processes and procurement.

The incumbent shall also undertake project work and/or other duties as directed by the supervisor or supervising body consistent with Key Responsibilities.

This position description is approved by:

Occupant: New Position Date: N/A

Supervising Body (Secretariat) Date: 30 October 2019

Staffing Committee Date: 22 October 2019

Classifications CommitteeDate: 14 November 2019