

Position Description – School Support Officer

Position Details

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| Position Title: | School Support Officer |
| Position Number: | NEW |
| College/Portfolio: | Design and Social Context |
| School/Group: | DSC VE |
| Campus Location: | Based at the CBD campus, but may be required to work and/or be based at other campuses of the University. |
| Classification: | HEW 5 |
| Employment Type: | Continuing |
| Time Fraction: | 1 |

RMIT University

RMIT is a global university of technology, design and enterprise in which teaching, research and engagement are central to achieving positive impact and creating life-changing experiences for our students. One of Australia's original educational institutions founded in 1887, RMIT University now has 83,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and vocational education, applied and innovative research, and engagement with the needs of industry and the community.

With three campuses in Melbourne (City, 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 and Sri Lanka, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 130-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates.

We are a 5-Star university under the QS Stars international evaluation system and are 18th in the world among universities less than 50 years old (2017–18 QS Top 50 Under 50 index). In the 2018 QS World University Rankings by Subject, RMIT is 11th in the world (highest ranked in Australia) in Art and Design, and 26th in the world (fourth highest in Australia) in Architecture and the Built Environment. 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; Business and Management Studies, Education, Communication and Media Studies, and Development Studies.

Our research was ranked among the best in the world in the 2015 Excellence in Research for Australia evaluation. RMIT was rated "well above world standard" in 13 fields and "above world standard" in a further nine fields.

www.rmit.edu.au

The College of Design and Social Context (DSC)

The College of Design and Social Context encompasses RMIT University's renowned art, architecture, design, built environment, communication, and social science disciplines. The college has 24,500 students and over 1,000 staff.

The College's academic programs are generally market leaders and in high demand. Based on a strong foundation of practise led, industry partnered teaching and research, we aim to deliver skilled graduates with a deep sense of purpose, and high impact research and innovation.

School of VE

The DSC Vocational Education School delivers a range of educational programs from certificate to Associate Degree and industry training.

The School consists of three Industry Clusters:

- Media, Art and Communication (including Visual Arts, Media, Writing and Photography)
- Design and Technology (including Building Design, Industrial Design, Graphic Design, Fashion Design, Fashion & Textile Technology, Fashion Merchandising, Visual Merchandising and Interior Design)
- Social Futures (including Social Care, Translating & Interpreting, Tertiary preparatory education and teacher education preparation)

The School comprises over 200 staff, including core teaching and professional staff and is home to nearly 6,000 students.

Position Summary

The School Support Officer is responsible for providing high quality administrative support across a range of school activities including: committee support, resource management, travel support and event coordination. In collaboration with the Administration Operations Coordinator, the School Support Officer will establish and maintain consistent systems for the management of school resources, day-to-day operations and services.

Reporting Line

Reports to: Administration Operations Coordinator
Direct reports: Nil

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 a range of quality administrative services including:
 - coordination of events
 - coordination of office supplies and consumables
 - school committee support
 - coordination of travel bookings
 - coordination of school functions and eventsand other administrative activities as directed.
- Support the coordination of school space and location requirements in conjunction with Administration Operations Coordinator and Manager, Planning and Resources including workspaces, IT equipment and RMIT assets, ensuring that any relevant systems are maintained.
- Support the School's HR administration activities such as casual recruitment and staff on-boarding and departure.
- In collaboration with the Administration Operations Coordinator, establish and maintain appropriate and consistent systems that support the school's administration function.

- Resolve administrative and operational issues, as requested by the Senior Manager, Planning and Resources.
- Maintain an up-to-date knowledge of the University's database systems and processes and a sound understanding of the University's policies and procedures.

Key Selection Criteria

1. Demonstrated experience in providing quality administrative support in a university environment or similarly large/complex organisation.
2. Highly developed organisational skills, with a high level of attention to detail and the ability to prioritise tasks.
3. Excellent interpersonal, written and verbal communication skills.
4. Demonstrated experience and expertise in the provision of quality customer service, including sound knowledge and consistent application of policy and procedures.
5. A knowledge and understanding of the tertiary education sector (desirable).

Qualifications

Relevant degree or postgraduate qualifications and experience.

Note: Appointment to this position is subject to passing a Working with Children check.

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