



Position Description – VE Services Officer

Position Details

Position Title:	VE Services Officer
College/Portfolio:	Vocational Education
School/Group:	Planning & Resources
Campus Location:	Based at the Melbourne CBD campus, however may be required to work and/or be based at other campuses of the University
Classification:	HEW 5
Employment Type:	Continuing
Time Fraction:	1.0 FTE

RMIT University

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

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 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.

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 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: Senior Coordinator

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 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

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 and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.