Position Description

Student Liaison Officer: Swanston Street Campus (Temporary)
RMIT University Student Union

Position No: TBD

Organisational Unit: Administration and Coordination

Location: RMIT University Student Union. 360 Swanston Street, Melbourne CBD. Position may be required to travel to and work at other Melbourne Campuses when required.

Classification: SUE 3.0

Salary: Starting salary of $59,890

Superannuation: UniSuper or other as indicated by incumbent

Employment Type: Full time: 1.0 EFT (70 hours per fortnight). Temporary 12 month contract (Feb 2014 to Jan 2015)

Other Benefits: Good conditions of annual leave, sick leave (cumulative) and superannuation. Student Union employees are covered by an Enterprise Bargaining Agreement and are members of the National Tertiary Education Union.

Current Occupant: On 12 month secondment

Contact: For further details and to apply email rusu.jobs@rmit.edu.au or phone (03) 99255004 and ask for Amber or Tali

Closing Date: 5pm Sunday 19 January

Advice to applicants: Applicants must specifically address the selection criteria (as outlined on page 4 of this Position Description) and provide a detailed curriculum vitae by the closing date. Please include the names, phone numbers, email addresses of three 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 Student Union

RMIT University has a multitude of campuses encompassing both TAFE and Higher Education components across a growing range of disciplines. The Student Union is the representative body of around 65,000 RMIT University students with offices at the CBD, Carlton, Brunswick and Bundoora Campuses. It is governed by the Student Union Council and has an annual budget of around $2.5 million. The Student Union employs over 20 paid permanent staff members, 10 student casuals and 25 elected student office bearers, most of who receive an honorarium.

The Student Union 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 and rights and student complaint resolution.
- Providing a diverse range of social and cultural activities, such as Orientation and Disorientation, lunchtime and night time activities.
- Coordinating a wide range of student clubs.
- Operating an Organic and Fairtrade Café.
- Producing a student newspaper, operating a student television station, and maintaining a website.

In addition to the above operations, the RMIT Student Union has received some special short term grants for specific projects benefiting students. These include; the Furniture Recycling Project, Bike Project, Nutrition & Organic Cooking Classes and Health & Wellbeing Program

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

About the RMIT University Student Union, Swanston Street Campus

The Student Union’s presence on the Swanston Street Campus is significant; this campus is the base of operations for RUSU and is RMIT’s most populated campus. As such, the number of events and services offered by RUSU on the city campus is greater than what is offered on the other RMIT campuses including Bundoora and Brunswick. The services include:

- A RUSU information Counter which is the first point of contact for all student enquiries in relation to RUSU
- Bookable meeting room spaces
- Womyn’s Room, Queer Department Room,
- Offices for elected student representatives and city-based RUSU staff including finance department, Student Rights Officers, Activities and Club staff, Communications and Administration staff.
- Compass Drop-In Centre – a welfare information and referral service
- RUSU Realfoods – an organic, vegetarian, fair trade café that operates out of a shop-front in the cafeteria.

The Swanston Street Campus information counter is the busiest information counter that RUSU operates.

Organisational Unit

The Administration and Coordination Department is an integral part of the day-to-day operations of the Student Union Council offices. The department plays a key role in providing a wide and varied expanse of information and production of publications, not only within the office environment but also towards the whole student body. It is a focal point for communication, coordination and dissemination of information to all departments and
students. Being the initial contact point of the organisation enables the department to actively promote the Student Union through front line enquiries, information referral and retail sales.

Organisational Chart
1. **Position summary**

The Student Liaison Officer (SLO) position shall work collaboratively with other SLOs as a team to provide basic advice and referral to students and support to student representatives and staff in the effective operations of the student union. It is a role that requires the incumbent to work on and prioritise a number of tasks concurrently. The primary function of this position shall be as the first point of contact at the City Campus information counter for individual students, including the provision of supervision and support to student volunteers and other operations of the Student Union.

2. **Selection criteria**

2.1 **Essential:**
- Experience coordinating a busy information counter and with the provision of information.
- Experience with time management and prioritising competing work commitments.
- Experience with rostering, training and supporting volunteers.
- Experience with cash handling and other basic financial procedures that pertain to working within a retail environment.
- Demonstrated ability to be self motivated and work independently and the ability to integrate that initiative into a team environment.
- Experience with completing special projects that require self-management and motivation.
- Experience with word processing, email, internet packages, spreadsheets and database software.
- An understanding of, and commitment to, the principle of student control over student affairs.
- Excellent verbal and written English communication skills
- An understanding of and empathy for the student experience

2.2 **Desirable**
- Familiarity with the tertiary sector, trade union movement or community sector.

3. **Special requirements**

Nil

4. **Key responsibilities**

The position of Student Liaison Officer shall work as part of a team and contribute towards the effective operations of the Student Union, primarily as the first point of contact and coordinator of the Swanston Street campus information counter.

Contribute to effective first point of contact operations through:
- reception duties,
- answering straightforward enquiries regarding the activities and operations of the RMIT University Student Union or simple referrals,
- providing basic student rights advice and making student rights appointments as per established processes,
- providing support and supervision to student volunteers working from the information counter
- providing student clubs with basic advice and room booking key distribution
- the distribution of information and promotional materials for RMIT University Student Union and maintaining internal noticeboards and information distribution points
- providing a point of sale for RMIT University Student Union merchandise and special event and trip tickets.
- undertake cash reconciliation, ensure banking is delivered to relevant Student Union staff, stock take and ordering.

Contribute to the effective administration of the organisation through the provision of general clerical duties for the organisation including collection and distribution of incoming and outgoing mail, word processing, data entry and retrieval, maintaining and retrieving records photocopying, maintaining of internal noticeboards and information distribution points, faxing and maintenance of office equipment and supplies.

Contribute towards the provision of basic student rights information, general advice and referral.

Contribute towards the provision of information and resource support to student groups, Clubs and Societies and Student Union staff.

Contribute towards the development and implementation of the Student Union volunteer program

Undertake necessary small-scale projects, as outlined and determined by work plans and project briefs. This may include providing basic support to a specific student collective or department.

Contribute towards the provision of appropriate support to Student Union events as directed.

Ensure regular liaison with all departments of the Student Union for info/communication, in particular: liaison with the Media and Communications unit for material production and distribution, and; liaison with volunteer training program for general campus rosters, etc (front counter, poster runs).

Contribute towards the liaison with external companies for leases (photocopier/equip), contracts, card sales (met, phone etc) other 'local' deals if deemed necessary

Contribute, collaboratively, towards the achievement of the aims and objectives of the Student Union.

Undertaking necessary liaison and administrative tasks as directed by the supervisor.

5. Job Complexity, Skills and Knowledge

Level of Supervision, Independence
The incumbent works under the routine supervision of a Student representative as determined by the Student Union Secretariat. Duties of the position are conducted collaboratively with other Student Union staff.

This position requires the incumbent to provide regular work reports to their supervisor.

Problem solving and judgement
The incumbent follows established processes and procedures.
Professional and organisational knowledge
This position requires experience in administrative processes and communication skills.

This position also requires an understanding of the services and functions of the Student Union and relevant student services within RMIT.

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

Task level
The incumbent operates as part of a team and undertakes a range of straightforward tasks where procedures are clearly established.

This position description is approved by:
Occupant: New Position..............................................................Date: NA
Supervising Body (Secretariat).....................................................Date: 19/09/2011
Staffing Committee:.................................................................Date: 15/09/2011