Position Description

Student Liaison Officer: Brunswick/ Carlton
RMIT Student Union

<table>
<thead>
<tr>
<th>Position No:</th>
<th>TBD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisational Unit:</td>
<td>Administration and Coordination</td>
</tr>
<tr>
<td>Location:</td>
<td>This is a cross-campus position with an office based at both RMIT Brunswick &amp; Carlton South Campuses. The incumbent will be required to travel to and work at other Melbourne Campuses as directed.</td>
</tr>
<tr>
<td>Classification:</td>
<td>SUE 3.0</td>
</tr>
<tr>
<td>Salary:</td>
<td>$61,207 (starting salary) Full-Time Equivalent ($48,966 for 0.8 FTE) plus superannuation</td>
</tr>
<tr>
<td>Superannuation:</td>
<td>Unisuper or as indicated by employee</td>
</tr>
<tr>
<td>Employment Type:</td>
<td>Permanent Part time: 0.8 EFT (56 hours per fortnight).</td>
</tr>
<tr>
<td>Other Benefits:</td>
<td>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.</td>
</tr>
<tr>
<td>Current Occupant:</td>
<td>Vacant</td>
</tr>
<tr>
<td>Contact:</td>
<td>For further details and to apply email <a href="mailto:rusu.jobs@rmit.edu.au">rusu.jobs@rmit.edu.au</a> or phone (03) 99255004 and ask for Alaina</td>
</tr>
<tr>
<td>Closing Date:</td>
<td>9am Monday 14 April 2014</td>
</tr>
<tr>
<td>Advice to applicants:</td>
<td>Applicants <strong>must specifically address the selection criteria</strong> (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. <strong>All applications should be sent via email to <a href="mailto:rusu.jobs@rmit.edu.au">rusu.jobs@rmit.edu.au</a> by the closing date above.</strong> Late applications will not be accepted.</td>
</tr>
</tbody>
</table>
About the RMIT Student Union

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 budget of around $2.5 million and employs over 20 paid staff members and 25 elected student office bearers who form the governing body known as the Student Union Council. RUSU main offices are located in the CBD, however we operate offices and provide services on outlying campuses in Bundoora, Brunswick and Carlton.

The RMIT University 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 advocacy and student complaint resolution
- Providing a diverse range of social and cultural activities, such as Orientation and Re-Orientation, lunchtime and night time activities
- Coordinating a wide range of student clubs and offering a variety of accredited training courses
- Providing a professional accredited volunteer program for RMIT students
- Operating RUSU Realfoods - an organic and fairtrade café
- Producing a number of student publications, operating a television station, 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 Bargaining Agreement. All staff are supervised and directed by the annually elected student representatives.

About the RMIT Student Union, Brunswick & Carlton Campuses

The Student Union’s presence on the Brunswick and Carlton campuses continues to grow; these campuses are home to the majority of RMIT’s TAFE courses in addition to an increasing number of higher education degrees. The campuses are very unique in their culture – the Brunswick campus is home to creative students studying graphic design, screen printing, textiles and fashion design, while the Carlton Campus buildings are primarily home to VCAL, trade and engineering students. As such, the events and services that are required on these campuses vary between campuses and at various times of the year.

The key general services provided by RUSU on these campuses include:

- A RUSU information Counter which is the first point of contact for all student enquiries in relation to RUSU
- A Womyn’s Room (Carlton Campus)
- Offices for elected student representatives and RUSU staff including Student Rights Officers, Club staff and Administration staff

Regular RUSU outreach events such as free food days and themed days to reflect the interests of the campus (eg: Brunswick’s commune festival on sustainability and fashion design). The Student Union is committed to increasing our presence and services on these campuses and as such aim to maintain regular information counter hours in addition to delivering regular student life/outreach programs.

Organisational Unit

The Administration and Coordination Department is an integral part of the day-to-day operations of the Student Union Council offices. It consists of 3 campus-based Student Liaison Officers and an Administration Coordinator. 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.
At Brunswick the Student Liaison Officer is part of a small staff team that includes a Student Rights Officer, a Clubs & Societies Officer/Student Life Officer and an Activities Officer who attends the campus once a week to run events.

The Carlton office is a 5 minute walk away from the main city campus RUSU offices. As such the SLO is frequently staffing the Carlton information counter or providing basic Carlton outreach events alone. The SLO works closely with other 2 RUSU SLO staff members, the Administration Coordinator, the Governance & Development Officer and RUSU staff based on the Brunswick campus.

Organisational Chart

1. Position summary

The Student Liaison Officer (SLO) position works collaboratively with other Student Liaison Officers 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. 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.
Through the RUSU information counters and participation in some RUSU outreach events (such as free lunch/breakfast events) this position shall be the first point of contact with RUSU services for individual students. This includes providing information about Clubs & Societies, RUSU membership, volunteering, direction queries and basic Student Rights information and advice.

RUSU has a formal student volunteer program. The SLO role includes the provision of supervision and support to student volunteers at the front counter and in other operations of the Student Union.

While the SLO position is based at Brunswick and Carlton they undertake some office based administrative support functions and small scale project work remotely for RUSU generally.

2. Selection criteria

2.1 Essential:
Experience with the provision of information and excellent verbal and written English communication skills.

Experience with completing simple administration projects that require self-management and motivation such as archiving, report writing or overseeing office relocations.

Experience with time management and prioritising competing work commitments.

Experience with grass roots community and volunteer engagement and management.

Experience with word processing, email, internet packages, spreadsheets and database software.

Demonstrated ability to be self motivated and work independently whilst also being able and willing to work within a team environment.

An understanding of, and commitment to, the principle of student control over student affairs.

Familiarity with cash handling and working within a retail environment.

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 Brunswick and Carlton campus information counters.
Contribute to effective first point of contact operations through;
- reception duties,
- answering straightforward enquiries regarding the activities and operations of the RMIT 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 Student Union and maintaining internal noticeboards and information distribution points,
- providing a point of sale for RMIT 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.

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 deemed necessary.

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

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, liaison with Student Engagement Officer regarding volunteers and liaison with the Governance & Development Officer regarding recruitment administration and relevant small projects.

Represent RMIT Student Union as the local point of contact for RMIT departments and schools on the Brunswick & Carlton campuses for information and communication around inter-departmental events and programs.

Contribute to effective first point of contact operations through reception duties, answering straightforward enquiries or simple referrals, making booking and appointments as per established process, the distribution of information and promotional materials, and assisting the operation of information tables and stalls.

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

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

Act as the administration contact for RUSU staff recruitment processes.

Providing administrative assistance and input for RUSU submission writing and reporting processes.

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 basic 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:
Staffing Committee:............................................................................................Date:03/06/2013