

Information Counter Assistant: Bundoora East Student Casual

Position No.

Organisational Unit Administration and Co-ordination

Location Based at RMIT Bundoora East Campus. May be required to travel to and work at other RMIT Melbourne-based campuses on occasion as directed.

Classification SUE 1.0

Salary \$55,734 full time equivalent + 25% casual loading

Superannuation UniSuper or other as indicated by incumbent

Employment Type Casual

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

Current Occupant Vacant

Closing Date **5pm Monday 5 February 2018**

Contact For further details and to apply email rusu.jobs@rmit.edu.au or phone Alaina on 99259858 or 99251842.

Advice to Applicants Only current RMIT students can apply.

Applicants must complete the Info Counter casuals application forms AND provide a detailed curriculum vitae by the closing date.

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

Working Sustainability / 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 and change each year, 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..

Whilst some of the students may lack previous experience in advocacy and campaigns, 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 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 young students in their roles as student representatives.

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 organization from RMIT University. RUSU has an annual operating budget of over \$4 million and employs over 20 paid staff members and 12 casuals. It is governed by 25 elected student office bearers, most of who receive an honorarium. RUSU's main offices are located 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 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 - vegetarian and vegan, organic and fair-trade cafés
- Producing a number of student publications, operating a TV production house and maintaining a website/social media presence.

About the RMIT Student Union, Bundoora Campuses

The Student Union's presence on the Bundoora campuses continues to grow. RUSU offers a full range of services at Bundoora West including;

- RUSU information Counters (East and West campuses) which are the first point of contact for all student enquiries in relation to RUSU
- Student Rights Service
- Campus activities & events
- Support for Clubs & Societies & RUSU volunteers
- Women's Rooms and a Queer Room
- Student kitchen, free breakfast program and snack break tea and coffee facilities
- Realfoods Café (West Campus)

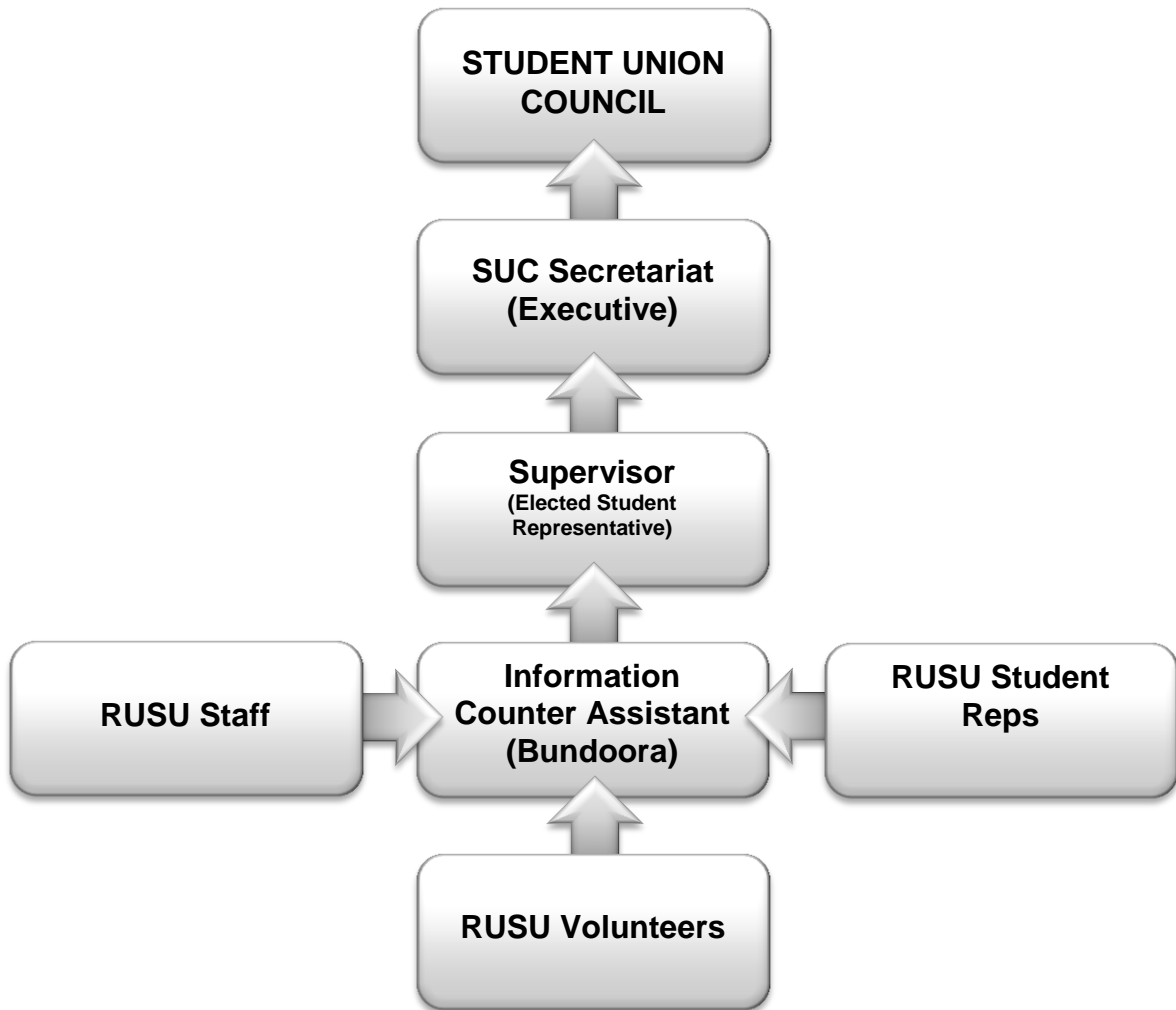
At Bundoora East RUSU maintains an office, information counter and a RUSU student lounge space at Bundoora East in building 254 and a Women's room in building 251. The RUSU info counter is staffed by student casual Information Counter Assistants with support from Bundoora West based permanent RUSU staff. Student Rights, Clubs & Activities staff will periodically work at Bundoora East to deliver events or provide outreach services.

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 4 campus-based Student Liaison Officers, the Bundoora East student casuals and an Administration Coordinator. The department plays a key role in providing a wide and varied expanse of information not only within the office 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.

The Bundoora East Student Casuals staff the Information Counter and are the first point of contact for student enquiries and provision of services. It is the primary RUSU staff role located on the Bundoora East campus. While the Student Casuals often staff the counter alone, the Student Rights Officers works alongside them one day per week and the Bundoora West Clubs Officer often attends East campus to deliver weekly events. The Bundoora East student casuals will receive support from the Bundoora West Student Liaison Officer and RUSU Administration Coordinator.

Organisational Chart



1. Position Summary

The Information Counter Assistant Bundoora East casual positions shall work collaboratively with the Bundoora Campus Student Liaison Officer to provide basic advice and referral to students and support to student representatives and staff in the effective operations of the student union generally and particularly at Bundoora. It is 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 for students and RUSU at the Bundoora East Campus information counter and RUSU Student Lounge. The role also involves assisting with the delivery of small scale outreach and events at Bundoora East (free breakfast and lunch events) organised and coordinated by other RUSU departments and staff.

2. Key Responsibilities

The position of Info Counter Assistant Bundoora East (Student Casual) shall work as part of a team and contribute towards the effective operations of the Student Union, primarily as one of the first point of contacts for the Bundoora East campus information counter.

Contribute to effective first point of contact operations through;

- reception and related clerical duties
- answering straightforward enquiries regarding the activities and operations of the RMIT University Student Union and other services for students or provide simple referrals
- providing student clubs with basic advice and hire equipment
- the distribution of information, games and events equipment, student media and promotional materials for RUSU and other relevant services/organisations
- maintaining internal noticeboards and information distribution points
- providing a point of sale for RUSU membership, and special event tickets
- undertake basic cash handling, and other basic finance procedures as required and under direction from the SLO
- making student rights appointments as per established processes
- guiding people in using building 254 and its facilities and reporting maintenance issues.

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

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

Deliver a free weekly breakfast and assist with delivery of a free weekly lunch.

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

Contribute towards the provision of student rights information and referral.

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

3. Selection Criteria

3.1 Essential

- Must be a currently enrolled student at RMIT
- Ability to work within a busy information counter and provide information
- Ability to handle cash and other basic financial procedures, under direction, that pertain to working within a retail environment
- Good verbal and written English communication skills
- Demonstrated ability to be self-motivated and work independently and the ability to integrate that initiative into a team environment
- Demonstrated computer skills including word processing, basic spread sheets, email and internet, using industry standard applications
- An understanding of, and commitment to, the principle of student control over student affairs
- Certified training in Food Handling Safety, and First Aid, or willingness to obtain certification in these areas if offered the position.

3.2 Desirable

- Familiarity with student unions, trade union movement or community sector
- Previous experience as a RUSU volunteer
- Current Victorian Driver's License.

4. Special Requirements

Nil

5. Job Complexity, Skills, 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, particularly the campus SLO.

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.

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..... Date: N/A

Supervising Body (Secretariat)..... Date: 9 February 2016

Staffing Committee.....Date: 4 February 2016

Classifications Committee.....Date: July 2013