**VCE Summer School 2023 Position Description**
*Operations Coordinator*

The Operations Coordinator directs and manages the Operations Team to assist with the logistics and administration of the Summer School. Duties include preparing and maintaining key program functions such as help desk, attendance, venues and timetabling, one-on-one tutoring and guided private study, and program feedback surveys. The Coordinator needs to anticipate and address logistical and administrative issues as they arise. This role requires highly developed organisational and problem-solving skills, a high level of dedication, and the ability to work under pressure in a team environment. Stronger applicants will have experience managing a team or an excellent understanding of the requirements of VCESS.

| Title | Operations Coordinator |
|---|---|
| **Number of positions** | 1-2 |
| **Desirable Attributes** | • Coordination and teamwork<br>• Initiative and problem-solving skills<br>• Attention to detail |
| **Skills Developed in this Role** | • Planning and management of logistics and technical systems<br>• Service and communication for diverse stakeholders<br>• Volunteer and project management |
| **Main duties and responsibilities** | In addition to the responsibilities of the Operations Team role, the Operations Coordinator is required to:<br><br>Before the program:<br>• Engage in training run by the Directors before the program (about 3 hours over October to December).<br>• Develop and run training for the Operations team (about 5 hours over October to December).<br>• Meeting with the Directors to share plans and progress (at least 5 hours between October and January).<br>• Create and share a roster for the Operations help desk based on the availability of the Operations team (early December)<br>• Plan and deliver logistics and service support at Tutor Refresher Day (5 Jan).<br>   o Prepare the Operations space for the program<br>   o Assist tutors with enquiries<br>   o Distribute materials to tutors<br>   o Supervise and guide the Operations team<br>• With guidance from the Directors, plan and deliver critical program systems including:<br>   o Tutor and student attendance<br>   o One-on-one tutoring and guided private study |

| | o Administration of program feedback surveys |
| | o Management of late venue and tutor changes |
| | o Delivery of the Operations help desk |
| | |
| | During the program: |
| | • Have overall responsibility for the running and management of the Operations Team. |
| |     o Coordinate the Operations team in all their duties. |
| |     o Support the Operations team members in their activities, including adjusting when issues arise. |
| |     o Organise morning briefings as necessary, and afternoon debriefs each day. |
| |     o Inform the Directors of any major issues, trends or to refer issues where more assistance is required. |
| | • Maintain and evaluate critical program systems including: |
| |     o Tutor and student attendance |
| |     o One-on-one tutoring and guided private study |
| |     o Administration of program feedback surveys |
| |     o Management of late venue and tutor changes |
| |     o Delivery of the Operations help desk |
| | |
| | After the program |
| | • Attend a debrief meeting organised by the Directors to share reflections on the program and Operations team (1 hour). |
| **Reporting to** | Directors |

**Responsibilities Common to all Roles**

- Be committed to promoting an inclusive and welcoming environment within the VCESS community for all students and tutors.
- Assist in ensuring that the program runs smoothly.
- Be a mentor (both personally and academically) to students whilst maintaining a level of professionalism appropriate to the program.
- Ensure that students follow the rules of the program.
- Assist in the event of an unforeseen emergency.
- Communicate concerns about students' progress or welfare to the Welfare Team, Residential Coordinator and Directors as appropriate.
- Follow sign-in procedure each day.
- Follow Program rules and procedures, including the UMSU Acceptable Conduct, Child Safety and Volunteering Policies; and the VCESS Tutor Code of Conduct.
- Hold a current and valid Working With Children Check, sign the relevant indemnity form and agree with all terms and conditions stated therein by the commencement of the 2023 program.

**Time Commitment**

The Operations Coordinator will organise team sessions in October and December, subject to team availability, and meet with the Directors before the commencement of the program. In addition, this team will need to attend Tutor Refresher Day on 5 January.

The Operations Team is required to attend every day of the two week program from 8:30am-4.00pm. Team members will also be required to attend a debrief at the end of each day, as organised by the Operations Coordinator.