**VCE Summer School 2023 Position Description**

*Operations Team*

The Operations Team are responsible for assisting with the logistics and administration of the Summer School. Duties will include ensuring that spaces are maintained, equipment for activities and workshops is secured, and that classes are running according to the timetable. This role requires highly developed organisation and problem-solving skills, a high level of dedication, and the ability to work under pressure in a team environment.

| **Title** | Operations Team Member |
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| **Number of positions** | 10-12 |
| **Desirable Attributes** | * Coordination and teamwork
* Initiative and problem-solving skills
* Attention to detail
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| **Skills Developed in this Role** | * Logistics, venue and timetable management systems
* Service and communication for diverse stakeholders
* Technical skills for information or audiovisual systems
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| **Main duties and responsibilities** | Before the program:* Engage in training run by the Operations Coordinator before the program (about 5 hours over October to December).
* Provide logistics and service support at Tutor Refresher Day (5 Jan).
	+ Prepare the Operations space for the program
	+ Assist tutors with enquiries
	+ Distribute materials to tutors
* With guidance from the Directors, plan critical program systems including:
	+ Tutor and student attendance
	+ One-on-one tutoring and guided private study
	+ Administration of program feedback surveys
	+ Management of late venue and tutor changes

During the program:* Receive and resolve enquiries from all program participants.
	+ Monitor designated Operations contact points, including a help desk and email, as rostered by the Coordinator.
	+ Assist tutors and students with issues regarding program activities in a prompt and friendly manner.
	+ Refer issues to IT Officer, Coordinator, or Directors if unable to solve.
* Problem-solve issues relating to timetabling, venues, attendance, and online systems.
	+ Assist with timetable and venue changes and communicate new information to tutors and students.
	+ Monitor tutor attendance and manage unscheduled absences, so all classes can go ahead with a tutor present.
* Organise one-on-one tutoring, guided private study, and feedback surveys, including recruiting other tutors to assist where needed.
* Manage physical and digital spaces and keep equipment and documents in an orderly and secure manner.
	+ Maintain a common area for students, including any necessary signs, notices, set up and clean up.
	+ Distribute materials for tutors and students eg. timetables, subject booklets, tutor-requested printing, Zines.
	+ Where possible, maintain a log of all Operations enquiries and their resolution or referral strategy.
* Assist elsewhere with the smooth running of VCESS as required.
	+ Coordinate with other teams to ensure they have the necessary materials, space and volunteers.
* Work effectively and collaboratively in the Operations Team.
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| **Reporting to** | Operations CoordinatorDirectors |

**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**

Training and planning sessions for this role will be provided in October and December, subject to team availability. The team will 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.