

VCE Summer School 2021 Position Description

Operations Coordinator

The Operations Coordinator is responsible for managing and coordinating the Operations Team in providing assistance with the logistics and administration of Summer School. Duties will include ensuring that key Operations functionalities (including office staffing, classroom printing, attendance tracking, facilitation of one-on-one tutoring and end-of-program survey data collection) are operational, ensuring logistical and administrative provision in an Operations Office during the program, and identifying and addressing common and novel 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 experience with the requirements of VCESS.

Title	Operations Coordinator
Number of positions	1
Main duties and responsibilities	<ul style="list-style-type: none"> • Have overall responsibility for the running and management of the Operations Team. • Establish a means of receiving all enquiries as a first point of contact, to be solved or referred as required. • Run and manage the staffing of an information/help desk on Level 2 of Union House to assist with student enquiries, facilitate one on one Focus tutoring, and other tasks as required. • Monitor tutor attendance and manage unscheduled absences, verifying that all classes are running in their correct rooms and have their tutors present. • Coordinate Student Enrolment Day (Friday 8 January) and distribute materials to students and tutors. • Provide for material distribution as required during the program for tutors and students eg. timetables, subject booklets, tutor-requested printing, zines. • Problem-solve any administrative problems with timetabling • Establish and maintain a common area on Level 2 of Union House for students, including: creating signs, notice boards, set up and clean up etc. • Assist elsewhere with the smooth running of Summer School as required. • Be proactive in coordinating with and assisting other teams who are running events to ensure they have all materials, space and volunteers needed for the successful completion of tasks. • Manage a team of Operations tutors, ensuring a smooth and collegial atmosphere • Identify areas of improvement for service provision where appropriate, and deliver solutions addressing those areas

Reporting	Directors
Direct reports	Operations Team

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 Expectations, Social Media, Tutor Absence and Appropriate Conduct and Relations Policies.
- 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 2020 program.

Time Commitment

The Operations Team is required to attend every day of the 2 week Program from 8:30am-4.00pm as well as Student Enrolment Day on the 8th of January from 9:30am-5.00pm.