Position Description

School Liaison Officer

**Inner Melbourne VET Cluster**

The Inner Melbourne VET Cluster (IMVC) is a progressive not-for-profit organisation that has been providing vocational education and training programs, and employment services for young people experiencing disadvantage for over 20 years. Our purpose is to develop the confidence, education, and employability skills of young people to ultimately transition into work and independence.

IMVC was originally established to broker vocational programs for secondary schools in the Inner Melbourne region. As a strong advocate and leader of vocational education, IMVC services and has strong relationships with more than 100 government, catholic, and independent schools in five local government areas.

Over the last 10 years IMVC’s service capacity has expanded to include:

* Accredited and pre‐accredited training programs
* Coordination of VET Delivered in Secondary Schools
* Delivery of job-seeking services as a Jobs Victoria partner
* Case management services
* Career and transition initiatives
* National Disability Coordination

IMVC is a Registered Training Organisation (RTO), delivering Hospitality, Kitchen Operations, Salon Assistant, Make-Up, and Screen and Media Certificates of study in accordance with the Australian Quality Training Framework /VRQA standards.

**Position Title**: School Liaison Officer

**Time Fraction**: 1.0 EFT

**Responsible to:** Vocational Education & Training Team Leader

**Hours:** 7.6 work hours per day, flexible by negotiation

**Employee Allowances**: Laptop and phone is supplied.

**Personal Leave**: 10 days pro rata

**Annual Leave**: 20 days pro rata

The position is a contract position until 31 December 2023. Appointment will be made subject to six months’ probation, periodic performance reviews, and clearance from a police background check and WWC check.

**Job Summary**

The role of the School Liaison Officer is to be a highly organised and flexible people-person who will delight in providing support and advice to over 100 cluster schools. You will be the bridge and ‘primary relationship manager’ between IMVC, VET Coordinators in schools, and the TAFEs and RTOs who provide the courses to the students. You will also be responsible for the administration tasks related to the VET Delivered to Secondary Schools (VETDSS) service.

**Key Accountabilities**

The School Liaison Officer is responsible for:

**Relationship management and customer service**

* Building and maintaining effective customer and stakeholder relationships
* Timely response to all email, telephone, and face to face enquiries related to VETDSS
* Developing collaborative school education provider protocols/structures for delivery of VET programs
* Maintaining links with schools, training providers, government agencies, peak organisations, and other relevant networks
* Organising and running VETDSS events such as orientations, parent/student information sessions, Expos, and VET coordinator meetings both in-person or via teleconference.
* Keeping up to date with, and disseminating Department of Education and Training (DET) VET and Victorian Curriculum & Assessment Authority (VCAA) materials
* Representing IMVC and participating in cluster meetings and liaising with peak training/industry bodies to identify trends in resources, developments, and opportunities in the sector.

**Administration and teamwork**

* The administration of the VETDSS service at IMVC
* Implementing and improving the annual operational plan supporting IMVC VETDSS
* Coordinating the student course allocation and application processes
* Maintenance and management of the IMVC VET Portal
* Updating/creating documents and manuals to assist with the delivery of VET tasks
* Monitoring the IMVC VET Portal to ensure student attendance and results are recorded
* Assisting the VET Team Leader to quickly respond to VETDSS changes and opportunities
* Processing VETDSS resource orders as approved by the VET Team Leader
* General administration tasks and other duties as requested by the VET Team Leader, example: exporting reports from the IMVC VET Portal

**Qualifications/Experience (preferred but not essential)**

* Certificate III or Certificate IV in Business Administration or similar.
* Knowledge of VETDSS or experience in an RTO preferred

**Key Selection Criteria**

* Excellent communication, interpersonal and customer service skills with the ability to maintain a professional manner in all interactions
* Highly organised and excellent administrative skills with meticulous attention to detail
* Ability to empathise, problem solve and prioritise competing demands.
* Excellent digital literacy skills including sound knowledge of Microsoft Office, particularly Excel, and experience with database management
* Knowledge of the secondary school system particularly the VCE/VCE Vocational Major (formerly VCAL) and VET programs
* Ability to work autonomously and as part of a team to achieve agreed outcomes
* Experience in initiating, implementing, reviewing, evaluating, and reporting on projects and procedures
* Must be able to demonstrate an understanding of appropriate behaviours when engaging with children, and of children with diverse needs and/or backgrounds.