



Position Description – Administration and Operations Officer

Position Details

Position Title: Administration and Operations Officer

College/Portfolio: STEM College **School/Group:** School of Engineering

Campus Location: Primarily based at City campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 6 **Time Fraction:** 1.0 FTE

Employment Type: Continuing

Fixed Term Reason: N/A

Reporting Line: Senior Manager, School Operations

No. of Direct reports: 0

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



Inclusion Imagination Integrity Courage Passion Impact

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be-Know-Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

Know – We are self-aware, and understand our stakeholders, our sector and priorities.

Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College

The STEM College holds a leading position in the science, technology, engineering, mathematics, and health (STEM) fields. We are uniquely positioned to influence and partner with industry, and to support collaboration across all areas of STEM.

The STEM College employs 1,000 staff who deliver onshore and offshore programs to approximately 25,000 students. Our vibrant research community attracts funding from a range of government and industry sources in support of high impact research that transforms industries, shapes lives and communities. The College offers higher education programs across all STEM disciplines at the Bachelor, Master and PhD levels, and ensure our students experience an education that is work-aligned and life-changing.

Industry is at the heart of what we do. It ensures our research has real world impact, and our students are truly work-ready. We have established new hubs of industry-connected digital innovation and endeavour and are engaging with global STEM organisations at scale.

Our diversity and shared values empower our work, and we are proud of the College's inclusive, caring culture. We offer a safe, dynamic work environment, and support every member of our community of achieve their potential. The College appointed Victoria's first ever Dean of STEM, Diversity & Inclusion in 2020, and this role drives gender equity, diversity and inclusion strategies across the College.

Position Summary

The Administration and Operations Officer supports the effective day-to-day operation of departments within the School of Engineering, with a primary focus on facilities and space coordination, event and project support, compliance monitoring and stakeholder communications. The role works as part of a School Operations team and provides practical coordination support to Heads of Department and departmental leadership. This includes coordinating facilities and space matters, supporting School and departmental events, tracking actions and deadlines, monitoring compliance requirements, and liaising with University and College service teams to ensure operational matters are progressed in a timely and compliant way.

The position acts as a key point of contact for staff enquiries and works closely with internal stakeholders and service areas including property services, finance, HR, IT and other shared service teams. The role requires sound judgement, strong organisation skills, attention to detail and the ability to manage competing priorities in a complex academic environment. The position contributes to a positive, inclusive and service-oriented culture by supporting clear communication, practical problem solving, efficient processes and effective follow-up of agreed actions.

Key Accountabilities

- Coordinate facilities, space and infrastructure-related activities, including maintenance requests, minor works follow-up, space information updates and liaison with property services, IT and other relevant service teams.
- Support School and departmental events, seminars, workshops and engagement activities, including planning support, logistics, room bookings, catering, communications, stakeholder coordination and post-event follow-up.
- Provide project and operational coordination support for School and departmental initiatives, including action tracking, meeting follow-up, implementation monitoring, status updates and coordination of agreed next steps.
- Monitor and track compliance and operational requirements, including key deadlines, mandatory training, risk-related actions, local process requirements and escalation of issues, delays or risks as appropriate.
- Prepare, maintain and update operational records, action registers, data sets, websites, publications and University systems to support accurate information, evidence-based decision-making and timely reporting.
- Support departmental financial administration, including purchase orders, invoices, procurement administration and follow-up of routine financial processes.
- Support day-to-day HR and workforce administration activities, including recruitment administration, onboarding, excess leave follow-up, compliance training follow-up, workforce data updates and support for managers implementing agreed HR processes.
- Contribute to continuous improvement by identifying process issues, recommending practical solutions and supporting consistent ways of working across the School.
- Foster a positive, inclusive and service-oriented work environment that promotes collaboration, clear communication, practical problem solving and teamwork.

Key Selection Criteria

- Demonstrated experience providing high-quality operational and administrative support in a complex organisation, including the ability to manage competing priorities, coordinate information, track actions and deliver outcomes to agreed timeframes.
- Demonstrated ability to coordinate facilities, space, equipment, minor works or infrastructure-related activities, including effective follow-up and liaison with property services, IT and other service teams.
- Demonstrated ability to support events, workshops, seminars or engagement activities, including planning support, logistics, communications, stakeholder coordination and post-event follow-up.
- Demonstrated experience providing project or operational coordination support, including action tracking, meeting follow-up, implementation monitoring, status updates and coordination of agreed next steps.
- Strong interpersonal and communication skills, with the ability to work effectively with academic leaders, professional staff, College shared services and University service areas to support clear information flow and timely resolution of practical issues.

- Demonstrated ability to monitor compliance requirements, deadlines, mandatory training, risk-related actions or local business processes, with the judgement to identify, escalate and follow up issues appropriately.
- Demonstrated ability to prepare and maintain accurate operational information, reports, action registers, data sets, websites, publications or University systems to support decision-making and service delivery.
- Proven ability to support routine financial, procurement, HR or workforce administration processes with accuracy, attention to detail and awareness of relevant policies and procedures.
- Evidence of contributing to practical problem solving, process improvement and consistent ways of working within an academic, professional services or similarly complex environment.
- Proven ability to foster a positive, inclusive and service-oriented work environment that supports collaboration, accountability and teamwork.

Qualifications

N/A

Working with Children Check

Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.