



Position Description – Assistant, Research Training Services

Position Details

Position Title: Assistant, Research Training Services

College/Portfolio: Research & Innovation Portfolio

School/Group: School of Graduate Research

Campus Location: Based at the City campus, however, may be required to work and/or be based at other campuses of the University.

Classification: Hew 5

Time Fraction: 1.0 FTE

Employment Type: Continuing

Fixed Term Reason: N/A

Reporting Line: Coordinator, Research Training Services

No. of Direct reports: Nil

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.

Research and Innovation Portfolio

RMIT's Research and Innovation Portfolio supports researchers to help shape the world. The portfolio has an engaged, energetic, talented and collaborative team focused on enabling excellent research and innovation outcomes. With a global presence, community and industry connections, we support cuttingedge research and careers that make a positive impact on communities. The Research and Innovation Portfolio supports researchers and graduate researchers with research partnerships, grants and research contracts, funding opportunities, capability development, research training, ethics and integrity, intellectual property, commercialisation, internships, communication and profile. Find out more about research and innovation at RMIT University and the Research and Innovation Portfolio at: <http://www.rmit.edu.au/research/>.

School of Graduate Research

Part of the Research and Innovation Portfolio, the School of Graduate Research (SGR) supports graduates to drive innovation and contribute to excellent research outcomes. Managing the candidature lifecycle from admission to examination, SGR provides services for scholarships, candidature, quality assurance, and a suite of career and professional development programs to enrich the experience of our research candidates and our Higher Degree by Research (HDR) supervisors. SGR facilitates collaboration with industry and international partners allowing candidates to gain valuable experience and skills by helping the private and public sector solve today's problems and capture opportunities.

Position Summary

The Assistant, Research Training Services is responsible for providing administrative services and support to Higher Degrees by Research (HDR) candidates and supervisors across the HDR lifecycle. This includes providing high quality customer service and administrative support for enrolment, progress, review

processes, and other candidature lifecycle activities. Responsibilities also include support for HDR events and referral to specialist university support services.

Key Accountabilities

- To assist a high-performance Research Training Services team deliver high quality administrative support to a College.
- Contribute to the consistent, timely and professional delivery of Higher Degrees by Research academic administration, including enrolment, supervision, variations and milestones management activities.
- Provide and maintain high-level customer service and support to all internal and external clients.
- Provide advice to clients and deal with Higher Degrees by Research administrative queries with reference to existing policies, procedures and guidelines.
- Provide advice and assistance to research students and academic and administrative staff in relation to student administrative policy and procedure.
- Actively participate in and provide support to special projects related to Research and Innovation initiatives as directed by the Coordinator, Research Training Services.
- Provide support for research training and events as required i.e. milestone conferences).
- Be a positive change influencer and advocate for service excellence and continuous improvement across the Research and & Innovation Portfolio.

Key Selection Criteria

1. Demonstrated subject matter knowledge of relevant policies, procedures and regulations.
2. Experience in supporting high-performing customer focused teams to deliver to a range of clients.
3. Strong communication skills including the ability to work with a variety of different stakeholders.
4. Ability to work independently, as a member of a team and collaboratively with internal and external stakeholders to help achieve the strategic objectives of all colleges and promote the values of RMIT University.
5. Highly motivated, customer focused and pro-active with highly developed organisational and time management skills and the ability to handle various and multiple functions simultaneously and under pressure.
6. Demonstrated high level of computer literacy - word processing, presentation software, email, internet and correspondence management databases and a demonstrated ability to adapt to new IT environments.
7. Demonstrated history of behaviour aligned to the RMIT values and professional capability framework.

Qualifications

- Completion of a degree without subsequent relevant work experience; or
- Completion of an associate diploma and at least 2 years subsequent relevant work experience; or
- An equivalent combination of relevant experience and/or education/training

Note: Appointment to this position is subject to passing a 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

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