



Position Description – Associate Director, Office of University Secretary and Academic Registrar

Position Details

Position Title:	Associate Director, Office of University Secretary and Academic Registrar
College/Portfolio:	Office of the Vice-Chancellor
School/Group:	University Secretariat and Academic Registrar's Group
Campus Location:	Primarily based at City campus, and the potential to work across other RMIT campuses as required.
Classification:	HEW 10A
Time Fraction	1.0
Employment Type:	Continuing
Reporting Line:	Deputy Academic Registrar and Director
No. of Direct reports:	2

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/Portfolio/Group

The Office of the Vice-Chancellor (OVC) Portfolio supports the Vice-Chancellor and President in all aspects of their work, and provides specialist strategic advice on, and has oversight of, enterprise governance, compliance, policy, regulatory, and student lifecycle functions, activities and services.

The OVC Portfolio comprises two groups: the Executive Office, and the University Secretariat and Academic Registrar's Group.

The Executive Office provides strategic, executive, and advisory support to the Vice-Chancellor, and facilitates their engagement with a diverse range of stakeholders including the university community, industry, external partners, as well as the executive and other stakeholders. The Executive Office sets and advises on the "rhythm of the business" to support the flow of ideas and actions across the University, and oversees executive operations including provision of advice and secretariat support for the University Executive Committee. The Executive Office also supports the Vice-Chancellor's strategic work program to ensure longitudinal alignment with RMIT's Mission, Vision, Strategy, and Values.

The University Secretariat and Academic Registrar's Group (USARG) is responsible for a range of governance, compliance, regulatory, and student lifecycle activities from enrolment through to graduation. The USARG operating environment is highly complex in view of more than 99,000 student enrolments across the University in both vocational and higher education programs at campuses in Melbourne, Europe and Vietnam, as well as at several offshore locations in conjunction with educational and industry partners. The USARG has a staff establishment of around 145 EFT across Australia and Vietnam, and an operating budget in excess of \$20 million.

Core University services provided by the USARG include: **Academic Governance and Systems:** government reporting, systems operations, academic and admissions governance; invigilated assessment (accreditation compliance); **Enrolment and Student Records:** student financials governance, student records, enrolment compliance and records, student visa and identity compliance, and global student records; **Completions and Graduations:** program completions and graduation ceremonies; **University Secretariat:** Council Committees and controlled entities; **Education Regulation, Compliance and Assurance:** regulatory compliance and assurance; **Office of the University Secretary and Academic**

Registrar: complex and high risk student matters, external review and stakeholder requests, privacy and freedom of information, compliance, central policy, and contract services.

<https://www.rmit.edu.au/about/governance-management/rmit-structure/ovc>

Position Summary

The Associate Director facilitates a critical role within the USARG working closely with and providing high level advice informed by subject matter expertise to the Deputy Academic Registrar and Director (DARD), and the University Secretary and Academic Registrar (USAR) across a wide range of functions delivered by the group.

The position establishes and manages strategic relationships with stakeholders internal and external to the University, negotiating, working closely and acting as a key liaison and authoritative source of advice.

The Associate Director is also responsible for resolving complex, sensitive and high-risk student matters referred to the USARG by the Office of the Vice-Chancellor, Chancellor, members of the University Executive or Health, Safety and Risk. In so doing, the position investigates, analyses and scrutinises information, interprets and applies policy, legislation and regulation, consults stakeholders and subject matter experts, and develops high calibre, fit for purpose advice and recommendations for decision making.

The position is accountable for conducting National Student Ombudsman complaint investigations, remediation planning and negotiation with senior stakeholders, drafting responses to information requests, case management of matters, and supporting the DARD in managing the University's relationship with the NSO.

The Associate Director manages the Office of the University Secretary and Academic Registrar leading, training and guiding a small team to facilitate and case manage stakeholder requests. The position oversees, supports and quality assures team operations, conducts reporting and implements continuous improvement measures.

The position represents the DARD and USAR at meetings and University forums and manages assigned matters on their behalf. As a senior member of the USARG, the Associate Director embodies and role models ARG ethos, principles and standards.

Key Accountabilities

- Provide authoritative advice to the DARD and USAR across a wide range of USARG functions and responsibilities.
- Provide clear, timely specialist advice to stakeholders on the interpretation and application of relevant policy, legislative and regulatory sources, as well as approaches to resolution of complex student issues governed by USARG frameworks.
- Establish and maintain strategic relationships with key internal and external stakeholders identifying and meeting needs in a timely manner. Leverage strategic relationships to support the delivery of operational objectives.
- Manage complex, sensitive and high-risk student matters referred to the USARG from investigation to closure, undertaking fact finding and validation, policy interpretation and application, stakeholder and subject matter expert consultation, communication and reporting, and resolution development for decision making.
- Investigate, collate information, liaise with stakeholders and draft responses for DARD review to Victorian and Commonwealth Ombudsman enquiries and information requests.
- Conduct National Student Ombudsman complaint investigations, remediation planning and negotiation with senior stakeholders, draft responses to information requests, case management of matters, and support the DARD in managing the University's relationship with the NSO.
- Investigate, collate and prepare responses to subpoenas, and statutory information requests received from the Department of Education, Administrative Review Tribunal, and other statutory authorities concerning student matters for DARD consideration.

- Advise, guide and support stakeholders seeking to make submissions to the USAR for enrolment and admission decisions under associated USARG frameworks. Draft briefing materials for DARD and USAR consideration and decision making.
- Coordinate the Death of a Student process representing the DARD on associated committees.
- Represent the DARD and USAR at meetings and university forums, and manage assigned matters on their behalf as directed embodying USARG ethos, principles and standards.
- Produce data, reports, memoranda and correspondence on behalf of the DARD and USAR.
- Authenticate University documents and official academic statements as an authorised Department of Foreign Affairs and Trade signatory.
- Manage the Office of the University Secretary and Academic Registrar including prioritising time sensitive tasks and monitoring staff workload. Provide effective leadership, guidance and training to direct reports instilling a culture of quality assurance, continuous improvement and service excellence in work undertaken.
- Lead the continuous review of relevant processes, documentation, systems and practices across Office of the Academic Registrar functions to identify opportunities for improvement.

Key Selection Criteria

1. Significant complaints end-to-end case-management experience, including complainant and stakeholder liaison, investigation, remediation planning and negotiation, and drafting of outcomes.
2. Demonstrated ability to build and maintain effective and productive strategic relationships with a wide range of internal and external stakeholders within a complex environment, and a proven ability to effectively consult, collaborate, negotiate and influence others.
3. Proven understanding of and commitment to maintaining professional standards and service excellence, as well as the ability to identify continuous improvement opportunities and adapt to, deliver and influence change.
4. Highly developed diagnostic, analytical and conceptual skills, including an ability to think laterally as well as creatively to identify and implement practical and innovative solutions to complex problems.
5. Excellent written communication skills including experience in preparing high quality, fit for purpose: communications, reports, briefs, advice with recommendations; and the capacity to present complex information in a structured and concise manner for consideration by decision makers.
6. Excellent interpersonal and verbal communication skills, including an ability to convey complex information, ideas and concepts clearly and efficiently to a variety of different audiences at different levels. Ability to manage confidential and sensitive matters tactfully, carefully, and respectfully.
7. Demonstrated experience in leading, coordinating and managing teams to deliver high quality outcomes in a pressured environment within a large organisation.
8. Exceptional organisational and time management skills with a proven ability to work autonomously, plan and deliver within tight timeframes and manage competing priorities.
9. Demonstrated experience in applying reasoning and exercising sound judgment, informed by an understanding of relevant legislative and policy frameworks preferably within the tertiary and/or vocational education sector.

Qualifications

Relevant tertiary qualification and/or substantial experience. Experience within the tertiary sector would be highly regarded.

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.