



Position Description – Operations Officer

Position Details

Position Title:	Operations Officer
College/Portfolio:	Operations
School/Group:	Property Services
Campus Location:	Based at the Melbourne CBD campus, however, may be required to work and/or be based at other campuses of the University.
Classification:	HEW 5
Employment Type:	Continuing
Time Fraction:	Full-time 1.0 FTE

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. 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 three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

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

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

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

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

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

College/Portfolio/Group

Property Services is located in the Operations Portfolio which is the services nucleus of RMIT and the focus for the development of the finance, people development infrastructure and systems that provide administrative capacity to the University.

Property Services has approximately 100 staff and has the responsibility to operate, maintain and enhance the buildings owned and leased by RMIT University, oversee construction projects and ensure the provision of physical facilities services.

Property Services is responsible for a Property Portfolio of \$2.9b with an operating budget in excess of \$80M and prospective capital projects of over \$100M per annum for the next few years in Melbourne and Vietnam. RMIT's built environment involves approximately 110 buildings in Melbourne spread across all RMIT's campuses and sites.

Property Services consists of the following branches:

- Commercial & Leasing
- Facilities & Asset Management
- Capital Works & Development
- Campus Strategy & Management
- Business Operations

For more information please visit: www.rmit.edu.au/propertyservices

Position Summary

The Operations Officer provides support to the Executive Director and Senior Leadership Team, Property Services Group.

The role is required to:

- Be skilled in professional administration and document management.
- Be a team player, keen to roll up their sleeves, help others and fix problems.
- Be skilled in proactively managing calendars and coordinating schedules with precision.
- Be expert at handling emails, providing prompt and accurate responses.
- Set the standard for customer service through timely, accurate replies and representing PSG professionally.
- Create and refine memos, letters, and other important documents.
- Acts as a key liaison to important stakeholders, ensuring respectful and professional communication.
- Be tech-savvy with knowledge of systems and technology.
- Break down silos, encouraging collaboration and efficiency across departments.

Reporting Line

Reports to: Director, Business Operations, Property Services

Direct reports: Nil

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Internal event coordination (ie town halls and morning teas).
- PSG staff on/off boarding coordination and process management.
- Coordination of professional development requests for PSG staff to ensure consistency and alignment with university policies and procedures.
- Coordination of PSG internal and external awards including 'reward and recognition program'.
- Management of operations related sharepoint sites to enable effective communication and collaboration.
- Coordination of PSG staff register and org charts to ensure accuracy and completeness.
- Management of PSG staff devices including ordering, registration, tracking and budgeting.
- Engagement with key stakeholders across the organisation to ensure PSG is represented in a professional and respectful manner.
- Identify opportunities for improvement of PSG activities that support improved customer experience and service excellence and drive a culture of high quality administrative practices.
- Provide support as required to the Strategic Leadership Team for activities including document management, travel, credit card management, purchase orders and other administrative tasks as required.
- Coordination and quality reviews of correspondence, committee papers, meeting agendas/minutes to ensure high quality outcomes and clear communication.
- Coordination of key PSG meetings and activities to enable efficient time allocation and professional presentation and approach.
- Development of presentations and other administration documents as required including utilisation of the University electronic filing system and document management (TRIM and Sharepoint) to ensure robust knowledge management, document management and compliance with University Records Management policies and procedures.
- Engage with the broader support team across PSG as required to encourage and grow a culture of collaboration, continuous improvement and service excellence.
- Ensure best practices are in place, documented and followed for operations activities within PSG.
- Proactive calendar management support to the Strategic Leadership Team to enable efficient and effective time allocation.
- *OPTIONAL: Provide 'planning' support for the Critical Incident Management Team (CIMT), which may include training, roster and attendance at CIMT event meetings. Please note this is an optional component of the role and, if agreed, additional training and information will be provided.*

Key Selection Criteria

1. Demonstrated experience to deliver outcomes in an efficient and autonomous manner within a constantly changing environment with multiple conflicting demands.
2. Extensive experience in providing administrative support in a large, complex organisation.
3. Excellent organisational and time management skills including the ability prioritise work and manage expectations accordingly.
4. Excellent problem-solving skills and outcome focused approach including the initiative to harness resources, identify areas of improvement and propose / implement solutions.
5. Demonstrable experience of strong customer service focus.
6. Well-developed interpersonal, verbal and written communication skills and ability to negotiate, influence and engage with a wide audience.
7. Substantial experience in preparation of correspondence, reports and other written documents to a high level suitable for Executive level audience.
8. High level information technology proficiency (IT) including use of Microsoft Suite (Word, Excel, Visio, PowerPoint) and proficiency in the use of Sharepoint platform.
9. Experience in committee secretarial duties including coordination of members, minute taking and agenda drafting.
10. Experience in records management systems and understanding of general Records Management policies and procedures.
11. Ability to maintain confidentiality and handle sensitive matters diplomatically and discreetly.

Desirable:

- Experience with Workday.
- Experience in Adobe Suite (InDesign & Photoshop) or publications experience.
- Experience in Critical Incident Management events / similar activities (in an administrative support context).

Qualifications

Experience in an Administrative Officer capacity to Senior level management.

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.

Endorsed:	Signature: <i>Liz Bell</i> Name: Liz Bell Title: Director, Business Operations Date: 19 August 2025 17:09:53 AEST	Approved:	Signature: <i>Seamus McCartney</i> Name: Seamus McCartney Title: Executive Director, Property Services Group Date: 20 August 2025 21:21:09 AEST
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