



Position Description – Operations Officer

Position Details

Position Title: Operations Officer

College/Portfolio: Operations

School/Group: Property Services Group

Campus Location: Based at the Melbourne campus, however may be required to work at other campuses of the University, including RMIT Vietnam campus.

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

Employment Type: Continuing

Fixed Term Reason: n/a Choose an item.

Reporting Line: Operations Manager, Property 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.

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, and several international campuses in Vietnam and Spain.

Property Services consists of the following branches:

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

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.

Key Accountabilities

1. Internal event coordination (ie town halls and morning teas).
2. PSG staff on/off boarding coordination and process management.
3. Coordination of PSG resource managing activities as allocated such as professional development requests, internal/external awards, staff register, org charts etc to ensure consistency and alignment with university policies and procedures.
4. Management of operations related sharepoint sites to enable effective communication and collaboration.
5. Engagement with key stakeholders across the organisation to ensure PSG is represented in a professional and respectful manner.
6. Identify opportunities for improvement of PSG activities that support improved customer experience and service excellence and drive a culture of high quality administrative practices.
7. 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.
8. Coordination and quality reviews of correspondence, committee papers, meeting agendas/minutes to ensure high quality outcomes and clear communication.
9. Coordination of key PSG meetings and activities to enable efficient time allocation and professional presentation and approach.
10. 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.
11. Engage with the broader support team across PSG as required to encourage and grow a culture of collaboration, continuous improvement and service excellence.
12. Ensure best practices are in place, documented and followed for operations activities within PSG.
13. Proactive calendar management support to the Strategic Leadership Team to enable efficient and effective time allocation.
14. *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).

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.

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: Name: Liz Bell Title: Director, Business Operations Date: July 2026	Approved:	Signature: Name: Seamus McCartney Title: Executive Director Property Services Date: July 2026
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