



## Position Description – Academic Services Officer

### Position Details

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<b>Position Title:</b>	Academic Services Officer
<b>College/Portfolio:</b>	College of Design and Social Context
<b>School/Group:</b>	School of Global, Urban and Social Studies
<b>Campus Location:</b>	Based at the City campus, however, may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW 5
<b>Employment Type:</b>	Continuing
<b>Time Fraction:</b>	1.0

### RMIT University

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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 and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, 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

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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>

## About the College of Design and Social Context

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RMIT's College of Design & Social Context brings together creative and practical study in the fields of design, technology and society. Comprised of nine schools, the College encompasses a wide variety of disciplines of the built environment, education, media & communication, global & social studies and across all fields of art and design. It is this breadth of expertise and the shared commitment to addressing the most urgent challenges and opportunities of our time through interdisciplinary collaboration that gives the College its unique identity.

Our work makes substantive contributions to sustainability and regenerative futures, global and social justice agendas and exploring the nexus of technology and the human experience. We seek to deepen our understanding and offer possible paths forward for society by addressing these issues with imagination, rigour, and practicality. We do this through excellence in education and research that is future-focused, industry-connected and community engaged.

With over 21,000 students in Australia and Vietnam – from undergraduate students to PhD candidates – learning and researching with a team of over 1000 academics, we are dedicated to fostering an environment that advances knowledge and transforms professional practice. Through our highly respected research centres, groups and international partnerships, the College is having an impact globally with agenda-setting research that informs government policy, supports industry innovation and advances creative practice.

The College has a significant presence in Asia and Europe through higher education programs and active research projects. This includes programs at RMIT's Vietnam campus and with partner organisations in Singapore and Hong Kong, and research activity at RMIT Europe, the University's innovation hub in Barcelona.

The College is recognised globally for its standing across numerous fields with Art and Design maintaining its number one spot in Australia and the Asia-Pacific, and 19th globally, in the 2023 QS World Rankings by Subject. Architecture and the Built Environment ranks second in Australia and 25th globally while Communications and Media Studies is ranked fourth in Australia and in the top 50 globally.

For more information see [www.rmit.edu.au/dsc](http://www.rmit.edu.au/dsc)

## School of Global, Urban and Social Studies (GUSS)

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Located in the heart of Melbourne on RMIT's City Campus, the School of Global, Urban and Social Studies is one of RMIT's largest schools. The School's vision is to contribute to a just and sustainable world, and to deliver education, training and research in four areas of focus:

- Criminology, legal and justice studies
- Global studies, languages, translating and interpreting
- Social work, youth work and social policy
- Sustainability and urban planning

We provide academic programs in Higher Education in these four main areas. We are a strongly research active school with research centres of national and international reputation - the Centre for Urban Research and the Social Equity Research Centre.

With outstanding industry links, strong pathways and excellent research records, most of the School's academic programs are leaders in the market and in high demand. We aim to ensure every student has a transformative experience to prepare them for life and work in the growing professional areas of the future.

For more information, see <http://www.rmit.edu.au/socialhumanities>

## Position Summary

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The Academic Services Officer shares responsibility for providing first-class student experience to students and for supporting effective academic services delivery across all programs, modes, and locations. The incumbent will work across the full range of academic administration activities associated with the student life cycle including admission, credit assessment, enrolments, and assessment, providing timely and accurate information, and furnishing advice and service to staff and students in the School of Global, Urban and Social Studies.

## Reporting Line

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Reports to: Senior Coordinator, Student and Program Lifecycle

Direct reports: Nil

## Organisational Accountabilities

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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

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- Assist with the delivery of the full range of activities related to student and academic administration across all programs, modes and locations in all facets of the student lifecycle.
- Work collaboratively with School academic and professional staff providing clear, consistent, and accurate advice and information to support all internal and external clients with a focus on providing excellent customer experience.
- Apply relevant policies, practices, and standards to organise and prioritise work, while using judgment to solve problems arising in own work area.
- Assist in the coordination of, and participate in program-based activities including, but not limited to, program management activities, information events and process improvement.
- Prepare a range of written communications that may require interpretation and advice on issues relating to University Policy and Procedure, referring more complex matters to more senior members of the team as required.
- Work collaboratively as an effective and flexible member of the team; meeting team standards, by completing tasks in an accurate and timely manner; and working collaboratively to provide support to all team members.
- Actively participate in School's continuous improvement processes, identifying opportunities for improvement, providing feedback to relevant areas, and contributing to the streamlining of processes, communication lines and support services.
- Maintain effective working relationships with all relevant stakeholders; use effective and appropriate communication in dealing with internal and external contacts.
- Provide secretariat support to committees as appropriate.

## Key Selection Criteria

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1. Experience in working accurately with detailed information and providing high-level administrative support in a university environment or similar large and complex organisation.
2. Demonstrated experience and expertise in the provision of quality customer service, including sound knowledge and consistent application of relevant University policy and procedures and the ability to provide advice.
3. Well-developed interpersonal and problem-solving skills, with the ability to take the initiative in identifying and pursuing opportunities to improve existing practices and services.
4. Ability to build and maintain effective and productive relationships with a wide range of groups, both internal and external to the University.
5. Demonstrated high level of computer literacy including: word processing; presentation software; email; internet and electronic document management applications.
6. Proven ability to work effectively as a flexible team member committed to working in a collaborative way to achieve own and work team goals and priorities, and to continuous improvement.
7. Ability to prioritise tasks and meet deadlines in a demanding environment.
8. Knowledge and understanding of the tertiary education sector.

## Qualifications

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A tertiary qualification, and/or significant practical experience in an administrative role in a tertiary institution.

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.

<b>Endorsed:</b>	Signature:	<b>Approved:</b>	Signature:
	Name:		Name:
	Title:		Title:
	Date:		Date: