



Position Description – Administrative Advisor, Completions, Awards and Graduations

Position Details

Position Title: Administrative Advisor, Completions, Awards and Graduations

College/Portfolio: Office of the Vice-Chancellor: University Secretariat & Academic Registrar's Group

Campus Location: Primarily based at city campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 6

Time Fraction: 1.0

Employment Type: Continuing

Reporting Line: Associate Director, Completions, Awards and Graduations

No. of Direct reports: 0

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 Administrative Advisor coordinates and oversees key administrative functions for Melbourne and offshore graduation ceremonies. The role also manages award verifications, archive and ad hoc transcripts, academic statements (both digital and hard copy), and ServiceNow enquiries received within the unit. In addition, the Advisor is responsible for website updates and the coordination of RMIT University Prizes, including the Institute Awards, the J.N. McNicol Prize, and the Patricia Guthrie Memorial Award.

Key Accountabilities

- Coordinate RMIT offshore graduation ceremonies, including liaison with partners, venues, students and senior staff; manage programs, travel schedules, transfers, academic dress and prize certificates.
- Coordinate RMIT University Prizes by liaising with schools, managing nominations, interviews, panels and post-interview follow-up.
- Provide high-level admin support for Melbourne graduation ceremonies, including gown and ticket collection setup.
- Work collaboratively, apply policy and professional judgement to deliver accurate advice and timely graduation processes.
- Identify improvement opportunities and build relationships to support effective change.

Key Selection Criteria

Essential:

- Highly developed communication, interpersonal and negotiation skills. Proven ability to develop and maintain strong working relationships.
- Proven ability to communicate effectively to a broad range of individuals and groups, and to work across internal and external stakeholders.
- Proven high-level organisational skills, with a strong ability to set priorities, plan and organise workloads to achieve specific objectives to meet tight deadlines.
- Ability to work independently and collaboratively within a team.
- Highly developed written and verbal communication skills.
- Demonstrated ability to manage workflows and competing priorities, including ability to work under pressure.
- High-level computer literacy including Microsoft Office 365 applications such as: Word, Excel, PowerPoint, Teams, Outlook, as well as in student systems and databases.

Desirable:

- Experience working in a university or tertiary education environment, with a sound understanding of sector practices and the ability to navigate university systems and processes efficiently.
- Demonstrated experience in providing administrative support for student graduations or major university events.

Qualifications

- * Degree in relevant discipline and/or relevant experience required.
- * Experience within a Higher Education Sector and/or TAFE is desirable.

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.