



Position Description – Administrative Officer, Enrolment and Fees

Position Details

Position Title:	Administrative Officer, Enrolment and Fees
College/Portfolio:	Education Portfolio
School/Group:	Students Group
Campus Location:	Primarily based at City campus, and the potential to work across other RMIT campuses as required.
Classification:	HEW5
Time Fraction:	Full-time
Employment Type:	Continuing
Reporting Line:	Coordinator, Enrolment and Fees
No. of Direct reports:	N/A

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.



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.

Education Portfolio

The Education Portfolio is headed by the Deputy Vice-Chancellor Education and Vice President who leads the planning and implementation of the University's strategies related to RMIT's academic programs and the RMIT student experience. The Portfolio is responsible for services to support the quality of RMIT programs, including the professional development of academic staff, continuous improvement of the student experience, learning and teaching outcomes and the management of learning and research information sources.

The Education Portfolio plays a key role in empowering students to access education, participate actively in the life of the University and achieve successful and fulfilling lives beyond graduation. The provision of a stimulating and satisfying experience for students is a priority for the University.

Students Group

The Students group shapes, designs and delivers key student services and experiences to prepare RMIT students for study, life and the global workforce.

We work in partnership with students, academics, professional staff, industry and the community to deliver transformative student experiences that improve access, participation, retention and success for all RMIT students.

Our objectives are to:

- Shape, co-create and inform an inclusive, safe, industry-engaged and global student experience
- Deliver impactful, connected service, care and development opportunities at scale, and to
- Engage, empower and value each other so that together we can make a difference.

We welcome a diversity of perspectives and are inclusive in our approach to work. We are aligned in our passion for having a collective and positive impact on the student experience at RMIT. Our team is comprised of talented and motivated people from a range of professional disciplines and backgrounds, at various stages of their careers and including RMIT students.

We are a values-led organisation and we value imagination, agility, passion, inclusion, courage and impact.

The Group is led by the Executive Director Students.

Position Summary

The Administrative Officer, Enrolment and Fees is expected to provide a high level of service and expertise across a range of student enrolment and financials systems and tasks. Day-to-day, the Administrative Officer is responsible for resolving student and staff enquiries relating to enrolment and fees, completing a range of data validation tasks to ensure smooth functioning of RMIT's student administrative processes, and providing expert advice on these matters to all stakeholders across the university.

The incumbent will work closely with professional staff from a range of teams to contribute to the continuous improvement of the student enrolment experience at RMIT.

The position will participate in enrolment support activities across the Enrolment and Fees team as required. Occasional evening and weekend work and restrictions on annual leave may be necessary during peak periods.

Key Accountabilities

- Under broad direction undertake daily, recurring and ad hoc tasks including relating to student enrolment and financials processes.
- Ensure accurate and timely communication with colleges, schools, and other areas of the University and relevant external agencies.
- Ensure the dissemination of specific and accurate advice while maintaining confidentiality, integrity, compliance and meeting legislative reporting requirements of student records for all student cohorts across the University with broad direction.
- Show initiative to identify and recommend process improvement to ensure the quality provision of student enrolment and fees processes with a focus on creating a positive student experience.
- Build effective working relationships and provide quality responses to a wide range of queries, whilst liaising closely with other areas of the organisation.
- Apply policies, practices and standards under general direction to organise and prioritise work, whilst using judgment to solve problems arising in own work area.
- Under direction, prepare a range of written communication that may require interpretation and advice on issues. Use persuasion skills in dealing with internal and external contacts.
- Ability to work accurately with detailed information; including data entry; data validation and resolution of student enrolment and financial-related issues.
- Undertake the validation of student record data files exchanged between RMIT campuses and external agencies, including the Department of Education, Human Services and the Australian Taxation Office
- Participate as an effective member of the team through contribution to the team's planned goals by completing tasks in an accurate and timely manner.

Key Selection Criteria

1. Demonstrated ability to contribute to the continuous improvement of systems and processes in a student administration-oriented environment

2. Has the ability to build and maintain effective working relationships including demonstrable negotiation, liaison, conflict resolution and communication skills.
3. Has the ability to schedule and execute a plan with competing priorities and varied stakeholders
4. Demonstrated ability to analyse and interpret a range of information and to address and communicate complex issues
5. Highly developed interpersonal skills, communication skills, including ability to tailor communication styles to diverse audiences
6. Demonstrated cultural sensitivity and cross-cultural communication skills
7. Demonstrated capacity to work in a collegiate manner with all staff through building and maintaining effective and productive relationships with a wide range of groups, both internal and external to the University

Qualifications

Degree in relevant discipline and/or significant experience required.

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.