



## Position Description – Admissions Coordinator

### Position Details

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**Position Title:** Admissions Coordinator

**College/Portfolio:** Engagement **School/Group:** Global Student Recruitment

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

**Classification:** HEW 7 **Time Fraction:** 1.0

**Employment Type:** Fixed Term

**Fixed Term Reason:** Replacement Employee

**Reporting Line:** Assistant Director, International Admissions

**No. of Direct reports:** 5

### RMIT University

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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?

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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

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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

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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

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The Global Student Recruitment group vision is to bring to life RMIT's 2020 strategy by putting the student at the centre of everything we do, creating a differentiated brand proposition, developing integrated deep insights for all of our global students, and cultivating a differentiated and relevant service experience for those segments.

## Position Summary

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The position reports directly to the Assistant Director, International Admissions and is responsible for the professional and efficient coordination of admissions and admissions related activities and supervision and training of staff within an assigned team. The Admissions Coordinator is responsible for undertaking and coordinating admissions work within a team, including assessment and selection, reporting, prioritisation of applications, data integrity, quality customer service to prospective students, their families, agents and staff within the university. In addition, the position may be required to undertake recruitment activities and specialised tasks related to the management of admissions related activities.

## Key Accountabilities

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### Staff Management

- Manage, mentor and provide effective leadership to Admissions staff in order to deliver high quality services to prospective international students and their agents and facilitating all stages of applications in a timely and cost effective manner.
- Identify staff training requirements (system, processes, knowledge etc) and the provision of regular training and updates on admissions systems and processes in order to maximise team efficiency.

- Provide guidance and solutions to staff around complex international student admission cases.
- Provide quality supervision, support and advice to admissions staff, encourage a culture of teamwork and collaboration. Ensure team members are kept updated on all admissions related matters including the entry requirements changes to program and course offerings, application processing protocols and assessment of qualifications
- Ensure workflows relating to admissions are managed appropriately and balanced across the team and alert the Senior Coordinator or Assistant Director, International Admissions to any issues in the admissions area

#### Workload Management

- Monitor all admissions processes to ensure that timelines and agreed KPIs are met. This includes monitoring admissions workloads and allocation of available resources to other College Admissions teams to maintain business outputs.
- Ensure University initiated program work (program discontinuations, program closures, change in entry requirements etc) are completed in a timely manner.

#### Reporting and Data Integrity

- Run regular systems to assist with the efficient and effective processing, assessment and selection of students
- Run weekly systems (Studylink, SAMS, PRISMS) data integrity reports and ensure incorrect student data is rectified in a timely manner so students are able to enrol seamlessly.
- Coordinate and prepare post-intake reports on application trends and turnaround times and make recommendations on improvements or other initiatives.

#### Other

- Provide authoritative advice and support to the Senior Coordinator or Assistant Director, International Admissions on all issues relating to admissions
- Develop and maintain specialist knowledge across a wide range of areas including:
  - Relevant Australian and international legislation relating to education
  - Education systems, entry requirements and qualifications (including pathways), assessment, accreditation and intercultural competence
  - Accurate and up-to-date knowledge of (Department of Home Affairs (DHA) requirements relating to international students
  - Comprehensive knowledge about RMIT study options, specific admission requirements, and relevant internal policies and procedures particularly those relating to selection and admission of international students.
- Assist in the various Admissions projects as required.
- Participate and represent International in College based meetings/committees as required.

### **Key Selection Criteria**

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1. Specialist knowledge across a wide range of areas including:
  - Relevant Australian and international legislation relating to education
  - Education systems, entry requirements and qualifications (including pathways), assessment, accreditation and intercultural competence
  - Accurate and up-to-date knowledge of Department of Home Affairs (DHA) requirements relating to international students
  - Comprehensive knowledge about RMIT study options, specific admission requirements, and relevant internal policies and procedures particularly those relating to selection and admission of international students.
2. Demonstrated experience in the assessment of international qualifications and/experience in the tertiary education sector in an area related to international students.
3. Comprehensive experience in using computer applications including databases, word processing and spread sheets.
4. Proven ability to manage heavy workloads, maintain accuracy and meet deadlines in a complex and demanding work environment.

5. High level interpersonal, communication and negotiation skills coupled with cultural sensitivity and knowledge to be able to operate independently at high levels and to achieve desired outcomes in a variety of international and cultural contexts
6. Well-developed organisational, planning and problem solving skills including the ability to exercise judgement and initiative in resolving disputes and/or difficult situations
7. Strong customer service orientation and proven experience in relationship management
8. Demonstrated experience in staff management.

### **Qualifications**

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A relevant Bachelor's degree and extensive relevant experience, or an equivalent combination of both

### **Other**

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- Occasional travel within Australia or overseas to participate in recruitment activities
- Attending work events after hours, on occasion, may be required
- Flexibility to work after hours may be required

### **Working with Children Check**

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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

