Position Description – Admissions Officer

Position Details

Position Title: Admissions Officer

College/Portfolio: Engagement **School/Group:** The Experience Group

Campus Location: Based at the City campus, however, may be required to work and/or be based at other campuses of the University.

Classification: HEW 5 **Time Fraction:** 1.0

Employment Type: Fixed Term

Fixed Term Reason: **Replacement Employee**

Reporting Line: Senior Coordinator, Admissions

No. of Direct reports: Nil

RMIT University

RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. 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.
https://www.rmit.edu.au/about
https://www.universitiesaustralia.edu.au/university/rmit-university/

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 selfdetermination. 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

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

College/Portfolio/Group

The "Experience" Group's vision is to bring to life RMIT's 2031 strategy by putting the student at the centre of everything we do, creating a differentiated brand proposition, developing integrated deep insights for all our global students, and cultivating a differentiated and relevant service experience for those segments.

Position Summary

The Admissions Officer works with the university systems to provide a responsive service for all RMIT University admissions activities. The Admissions Officer provides technical, investigative and administrative advice throughout the prospect and applicant lifecycle. The Admissions officer serves as an escalation point for complex admission enquiries and applies knowledge of admissions systems and processes to provide accurate guidance to both internal and external stakeholders. The role is instrumental in supporting the Admissions functions and processes whilst supporting Study@RMIT, the VTAC team and the four academic colleges to ensure seamless student and applicant experience.

Reporting Line

Reports to: Senior Coordinator Admissions

Direct reports: Nil

Organisational Accountabilities

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-andfacilities/facilities/safety-security/child-safety.

Key Accountabilities

- Serve as the first point of call for complex admissions inquiries, providing accurate and informed advice and guidance on Admissions Systems and BAU support for staff and applicants.

- Actively support and maintain relationships with key stakeholders, including Study @ RMIT, USARG, Ngarara Willim Centre and the four RMIT colleges by supporting admissions activities and facilitating alignment between college-specific requirements and central admissions processes.
- Contribute functional knowledge to support platform upgrades and the implementation of automation initiatives within the Admissions Group to enhance efficiency and the applicant experience.
- Applies accurate and informed knowledge of RMIT admissions and student administration systems to diagnose and resolve complex applicant and student scenarios.
- Supports the end-to-end daily admissions lifecycle, ensuring responsive service and processing of domestic applications within university systems.
- Assess equity applications, providing accurate advice on equity ensuring admissions processes comply with RMIT policies.
- Prepare, analyse, and provide regular reports via admission systems for admission stakeholders.
- Undertake and support the development of admissions documentation, processes, improvements and procedures, ensuring they remain responsive to operational and regulatory changes impacting admissions processes. Actively contribute to the team effectiveness, culture and wellbeing by participating in teamwork, continuous improvement and development initiatives.
- Support the entire Admissions Team including International and domestic operations with workload when required

Key Selection Criteria

- Demonstrated experience in the provision of high-quality administration services in a complex, high-volume service environment, with strong attention to detail and accuracy
- Excellent written and verbal communication skills, including the ability to work in a collegial manner with other staff and clearly explain admissions and system information to diverse internal and external stakeholders, with demonstrated cross cultural communication skills.
- Demonstrated problem solving skills with a proven ability to investigate and make informed decisions regarding complex issues in RMIT Admissions System (RAS) and Student Administration Management System (SAMS).
- Excellent organisation and time management skills with proven ability to manage multiple tasks and re-adjust workload priorities to meet schedule conflicts while maintaining a high degree of accuracy
- Demonstrated ability to contribute to continuous improvement of systems and processes in a service oriented environment.
- Sound knowledge of university admissions policies and procedures or demonstrated ability to rapidly acquire and apply complex policy and procedural requirements in an administrative context.

Qualifications

• A bachelor's degree and/or substantial relevant experience are required; or an equivalent combination of relevant experience and/or education/training.

• This role requires satisfactory confirmation of a Working with Children Check.

Endorsed:	Signature: Name: Title: Date:	**Approved:**	Signature: Name: Title: Date: