Position Description – Admissions Officer

Position Details

Position Title: Admissions Officer

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

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

Classification: HEW 5 **Time Fraction:**0.6

Employment Type: Fixed term

Fixed Term Reason: **Specific Task or Project**

Reporting Line: Senior Coordinator Admissions

No. of Direct reports: Nil

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 "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. This fixed-term position will provide additional operational capacity to the Admissions team during a defined peak period of admissions activity.

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

Essential:

- 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.

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.