



## Position Description – Coordinator, Enrolment and Fees

### Position Details

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**Position Title:** Advisor, 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:** HEW 6

**Time Fraction:** 1.0 FTE

**Employment Type:** Continuing

**Fixed Term Reason:** N/A

**Reporting Line:** Coordinator, Enrolment and Fees

**No. of Direct reports:** N/A

### 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.

## Education Portfolio

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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

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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 Advisor, Enrolment and Fees is considered the subject matter expert on all matters relating to the effective delivery of key operational student enrolment functions and activities for all RMIT students. The incumbent is responsible for providing a high level of service and advice to clients, resolution of complex issues and providing expertise regarding a range of processes. The position will assist in the co-ordination of day to day and student life-cycle activities to ensure a high standard of service is delivered while providing leadership and supervision of staff within the Enrolment and Fees team as and when required.

The incumbent will participate in enrolment activities across both the vocational and higher education sectors whilst displaying an understanding of the University's policies, procedures and compliance across both sectors in accordance with legislative requirements.

Occasional evening and weekend work and restrictions on annual leave may be necessary during peak periods.

### **Key Accountabilities**

- Oversee activities of Enrolments and Fees staff which includes work distribution and allocation, prioritising and ensuring tasks are completed in an accurate and timely manner in accordance with standard work policies and practices, develop and maintain work instructions to ensure a high level of competency by all staff.
- Provide leadership, support and direction to other members of the team by ensuring effective and timely flow of information, staff development guidance and mentoring of more junior staff.
- Work collaboratively and provide support to staff both internal and external to the University. Exercise professional judgement to apply policies and procedures and ensure the dissemination of expert 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.
- Identify and meet internal and external staff needs in a timely and effective manner through building effective relationships and co-ordinating quality responses to a wide range of queries, whilst liaising closely with other areas of the organisation.
- Prepare and manage the accurate and timely written communication with stakeholders on all requirements including specialist issues that may require development, interpretation and advice on issues for consideration of others. Use professionalism and persuasion skills in dealing with internal and external contacts.
- Exercise professional judgement regarding the application and adaptation of policies, practices and/or systems, when making choices to achieve the objectives of the work area.
- Lead the development and delivery of training to staff within the team, the wider Students Group and professional staff in central service areas and schools/colleges to ensure a common understanding of policy, procedures and practice is maintained.
- Develop and maintain a full working knowledge of the student database system and processes, a sound understanding of University's policies and procedures to ensure a high level of compliance in accordance with legislative requirements.
- Participate as an effective member of the service team through contribution to the team's planned goals by completing tasks in an accurate and timely manner.
- Identify opportunities for improvement to services or processes and liaise with relevant stakeholders to test, implement and review.

**Key Selection Criteria**

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1. Demonstrated experience and expertise in the provision of quality student administration services, including a sound knowledge of relevant policies and procedures relating to the University, Federal and State Government departments and agencies.
2. Demonstrated ability to respond appropriately to sensitive information and situations; as well as demonstrated cultural sensitivity and cross-cultural communication skills.
3. Proven initiative and problem-solving skills to independently and efficiently resolve priority issues where appropriate and advise management of potential for policy improvement.
4. Excellent organisational and time management skills with proven ability to manage multiple tasks and readjust workload priorities to meet conflicting deadlines.
5. Demonstrated capacity to work in a collegiate manner with all staff, and build and maintain effective and productive relationships with a wide range of groups, both internal and external to the University.
6. Demonstrated ability to contribute to the continuous improvement of systems and processes in a service-oriented environment especially those relating to Enrolment Services.
7. Highly developed interpersonal skills, communication skills, including ability to tailor communication styles to diverse audiences.
8. Ability to use a range of information and communication technologies effectively including: Microsoft Office software packages, web & email software, database use and management.

**Qualifications**

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Degree in relevant discipline and/or significant experience 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.