

**Position Description – Cluster Support Officer, Delivery Operations****Position Details**

Position Title:	Cluster Support Officer, Delivery Operations
College/Portfolio:	Vocational Education
School/Group:	Programs and Delivery
Campus Location:	Based at Melbourne CBD campus, however, may be required to work and/or be based at other campuses of the University
Classification:	HEW 5
Employment Type:	Fixed Term – 24 Months
Time Fraction:	1.0 FTE

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 self-determination. 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>

The College of Vocational Education

The purpose of RMIT's College of Vocational Education is to empower learners and our industry, community and government partners to succeed in the new world of work. Our five-year strategic roadmap, [ALiVE@RMIT](#), purposefully guides everything we do in vocational education to deliver our vision: to position RMIT as a leading multi-sector provider with global impact and influence.

Led by our Deputy Vice Chancellor, the College of VE creates unique experiences for our students and partners, so we can:

- lead in practice-based learning
- empower learners for the future of work
- engage industry and community at scale
- grow for impact and influence

The College of VE is delivering impact through transformation that creates long-term change.

Programs & Delivery

Through our five Industry Clusters, the Programs & Delivery portfolio delivers vocational and applied education to over 20,000 students each year. Each Industry Cluster is led by a Cluster Director, under the leadership of the Associate Deputy Vice Chancellor Strategic Leadership & Delivery.

With robust ties to industry through effective engagement and deep collaboration, the College of VE provides rich discipline knowledge and a learning and teaching delivery model that aligns to future student and industry needs. Our discipline clusters strengthen the multi-sector advantage, while fostering deeper collaboration between disciplines.

Position Summary

The Cluster Support Officer will operate within an embedded support model in the College of Vocational Education (CoVE), reporting to the Operations Coordinator, Delivery Operations, with a dotted line to the Cluster Director. The role is responsible for implementing processes that support improvements in operational efficiency, enhance student engagement, and optimise funding outcomes, while also providing high-quality administrative support to clusters.

Working closely with Program Managers, Program Coordinators, and other Cluster stakeholders, the Cluster Support Officer contributes to key operational priorities, including providing support to reduce funding rejects, and improve the student experience through cluster operational efficiency. The role delivers flexible administrative support across a broad range of project-based initiatives and business-as-usual activities, aligned to the College's operational needs. The Cluster Support Officer assists as directed by the Operations Coordinator and provides direct support to education delivery teams.

The role requires excellent attention to detail, proactive problem-solving, and a strong focus on efficiency and continuous improvement across College operations. The successful candidate will demonstrate strong organisational and administrative skills, and a commitment to supporting efficient and effective cluster operations. They will be adaptable, collaborative, and able to manage competing priorities in a dynamic tertiary education environment.

Reporting Line

Reports to: Operations Coordinator, Delivery Operations with a dotted reporting line to the Cluster Director.

Direct reports: None

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-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Provide broad administrative support for Industry Clusters including the Director, Program Managers, and Program Coordinators, working in collaboration with other College services and teams.

- Support Programs and Delivery Operations priorities, processes, and activities.
- Active contribution to, and participation in continuous improvement processes, identifying opportunities for improvement, and contributing to the streamlining of processes and support services to achieve an excellent student and staff experience.
- Support the implementation of Delivery Operations procedures such as the Early Warning Systems (EWS) and Stopped Engagement in Course (SEC) processes.
- Provide data to support effective delivery, such as attendance tracking, record keeping, report generation and other operational priorities.
- Manage a range of shared inboxes and respond to queries as required.
- Provide Cluster event support.
- Act as a liaison between Programs & Delivery staff and key College support functions.
- Maintain strong working relationships with relevant stakeholders to ensure effective communication and service delivery across the Cluster.
- Contribute to consistent and timely delivery and administrative practices.
- Proactively support the team and collaborate across the College to ensure efficient and effective delivery of services to both internal and external customers.
- Other duties as required by the Operations Coordinator and Cluster Director.

Key Selection Criteria

1. Demonstrated experience in providing high-quality administrative and customer service support within a complex organisational environment, including managing queries and supporting the implementation of processes across multiple priorities.
2. Highly developed interpersonal skills and proven ability to build and maintain strong collaborative working relationships with a variety of internal and external stakeholders.
3. Excellent organisational and planning skills, with the ability to manage competing priorities, maintain strong attention to detail, and deliver high-quality outcomes within tight timeframes.
4. Strong written and verbal communication skills, including the ability to apply communications templates to prepare clear and accurate correspondence and documentation for a variety of audiences.
5. Demonstrated flexibility, initiative, and adaptability, with the ability to work independently under broad direction and collaboratively within a dynamic team environment.
6. Demonstrated ability to support the implementation of operational processes and contribute to process improvements, with a focus on enhancing efficiency, data accuracy, and student and operational outcomes.
7. Proven ability to use information and communication technologies effectively, including Microsoft Office 365, including Word, PowerPoint, Excel, Outlook and Teams and relevant data systems, with a high level of accuracy and attention to detail.

Qualifications

Relevant qualification and/or relevant customer service and administration experience.

Note: Appointment to this position is subject to passing a 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.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Robbie van Dijk Title: ADVC Strategic Leadership & Delivery Date: 07 July 2025
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