



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: Primarily based at Melbourne CBD campus, and the potential to work across other RMIT campuses as required.

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

Employment Type: Fixed Term

Fixed Term Reason: Replacement Employee

Reporting Line: Operations Coordinator, Delivery Operations

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 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.

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.

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

- 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.
- Highly developed interpersonal skills and proven ability to build and maintain strong collaborative working relationships with a variety of internal and external stakeholders.
- 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.
- 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.
- Demonstrated flexibility, initiative, and adaptability, with the ability to work independently under broad direction and collaboratively within a dynamic team environment.
- 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.
- 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.

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.