



Position Description – Community & Events Coordinator

Position Details

Position Title: Community & Events Coordinator

College/Portfolio: RMIT Activator

School/Group: Policy, Strategy & Impact

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

Classification: HEW 6.0 **Time Fraction:** 1.0

Employment Type: Fixed Term

Fixed Term Reason: Specific Task or Project

Reporting Line: Sukanya Banerjee, Manager Operations, RMIT Activator

No. of Direct reports: N/A

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-locationsand-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 Policy, Strategy and Impact (PSI) Portfolio provides focus and momentum for the projects and priorities that were identified in Knowledge With Action: RMIT's Strategic Plan, developed in 2022.

PSI works to support and advance the implementation of RMIT's strategic priorities, including through public policy and government relations, strategy projects, innovative partnerships and capability development.

PSI includes diverse teams such as the Office of the Vice-Chancellor, RMIT Strategy, RMIT Activator, the Ngarara Willim Centre, the Australian APEC Study Centre, Workforce Innovation and Development Institute, Innovation Catalyst and the Health Transformation Lab.

The portfolio works as a network of collaborative and inclusive teams, working to develop and extend an 'impact ecosystem' of relationships and partnerships across and beyond the university PSI teams provide a distinctive set of evidence-driven, innovation, public policy and community engagement expertise.

RMIT is a leading multi-sector university of technology, design and enterprise with more than 91,000 students and 11,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

Our purpose is to offer life-changing experiences for our students, and to help shape the world with research, innovation, teaching and industry engagement. With strong industry connections forged over 130 years, collaboration with industry remains integral to RMIT's leadership in education, applied and innovative research, and to the development of highly skilled, globally-focused graduates.

With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

We are also committed to redefining our relationship in working with and supporting Aboriginal 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

Position Summary

RMIT Activator is the centre of innovation and entrepreneurial energy at RMIT, leveraging the University's strengths in design, technology, and enterprise to create lasting impact.

This role is ideal for an all-rounder who's passionate about startups and thrives in dynamic environments. You'll work across our community and startup programs, helping deliver exceptional experiences that inspire, connect, and accelerate our founders. In this position, you'll have a rare opportunity to learn from successful entrepreneurs, engage with RMIT's diverse talent network—including students, staff, business leaders, and investors—and play a key role in shaping Activator's vibrant entrepreneurial ecosystem.

The Community and Events Coordinator is responsible for the operational delivery of RMIT Activator's programs, specifically the Residency program which provides up to 12 months of post-program support to founders, as well as community engagement initiatives that foster collaboration across Activator's entrepreneurial ecosystem. The role coordinates community events, workshops, networking sessions, and the Entrepreneurs-in-Residence program, while maintaining communication platforms and program databases to support a high-quality experience for founders, participants, mentors, and stakeholders.

Over this duration, this position will provide operational and administrative support across supplier onboarding, invoice processing, event delivery, and residency project administration. This role will be specifically focused on supporting the successful delivery of post-program commitments (Residency) for funded initiatives, including the LaunchVic-funded Circular-focused Pre-Accelerator, DiscoveryHUB

PreAccelerator (through to December 2027 and early 2028), in addition to LaunchHUB Pre-Accelerator, and the VentureHUB Social Innovation Accelerator.

In addition, the role oversees the day-to-day operational management of Activator's co-working and event spaces, including coordinating space bookings, facility requests, co-working access, and building passes for residents, program participants, and external stakeholders. The position manages associated administrative processes, including supplier coordination, invoicing, and ServiceNow requests, ensuring the efficient operation of Activator's facilities, programs, and community experience.

Key Accountabilities

Event and Community Delivery

- Coordinate the delivery of community and startup events, workshops, and networking sessions—both in-person and virtual—including public sessions, industry or investor events, and Hub Days and two annual Showcase Events
- Liaise with speakers, attendees, and participants to ensure a seamless event experience.
- Manage logistics such as catering, venues, and technology setup to deliver professional, engaging events.
- Work closely with the Activator team to maintain high levels of community engagement, satisfaction, and retention.

Residency Program Coordination

- Support the delivery of Activator's *Residency Program*, a peer-support initiative helping alumni and founders achieve their next venture milestones.
- Coordinate community activities including co-working access, HUBdays, networking events, Entrepreneur-in-Residence sessions, and partner engagements.
- Actively engage with residents to ensure awareness and participation in activities that accelerate their business or idea.
- Maintain and moderate communication channels such as Slack, Teams, and other community platforms.
- Collect and manage program feedback through surveys and other data collection tools to inform continuous improvement.

Operations and Office Management

- Manage daily operational tasks including ServiceNow requests (property, ITS, facilities) and ensure accurate information is provided for prompt processing.
- Oversee supplier management, including processing invoices, onboarding new suppliers, and coordinating payments via Workday.
- Maintain accurate databases and records to support operational reporting and program evaluation.
- Manage travel bookings and process expense acquittals for staff through RMIT financial and travel systems.
- Oversee shared inboxes and ensure timely and professional responses to community and internal enquiries.
- Coordinate building access, co-working and meeting room bookings, and event space usage.
- Manage general facilities and office supplies to support smooth operations and a positive working environment.

Team Support and Collaboration

- Collaborate across teams to streamline internal processes, enhance operational efficiency, and maintain high service standards.

- Provide administrative and logistical support to the broader Activator team across programs, initiatives, and special projects.
- Contribute to a positive, agile, and solutions-focused team culture that reflects Activator's values.

Data and Reporting

- Maintain accurate, up-to-date data for Activator programs including cohort databases to support internal and external reporting requirements.
- Collect, analyse, and report on program outcomes and community engagement to inform decision-making and continuous improvement.
- Support benchmarking and evaluation activities and help document and refine internal processes to improve delivery effectiveness.
- Develop assets like power point slides from existing templates to share best practice knowledge across the Activator and wider RMIT community.
- Other responsibilities as directed by the Operations Manager, RMIT Activator.

Key Selection Criteria 1. Experience and Knowledge

- Demonstrated experience in event management, program coordination, or community engagement—ideally within a startup, innovation, or entrepreneurial ecosystem.
- Proven ability to manage multiple activities simultaneously while maintaining high standards of quality and attention to detail.
- Understanding of startup culture and the ability to thrive in a dynamic, fast-paced environment where priorities can shift quickly.
- Familiarity with the RMIT environment, or experience working within a large, complex organisation (desirable).

2. Technical Skills and Systems

- Ability to quickly learn and apply new systems, tools, and processes to support operational excellence.
- Experience with CRM or data management systems (preferred but not essential), and strong working knowledge of Microsoft Office Suite.
- Familiarity with platforms such as Airtable, Slack, Power Bi, Eventbrite, Zoom, and social media channels to manage communication and engagement.

3. Communication and Collaboration

- Strong interpersonal and communication skills, with the ability to engage effectively with diverse stakeholders including founders, students, staff, and industry partners.
- Demonstrated commitment to delivering exceptional customer service and community experiences.
- Ability to work collaboratively as part of a team, contributing to shared goals while managing individual priorities.

4. Problem Solving and Initiative

- Proven capacity to manage competing demands, respond to unforeseen challenges, and adapt quickly to changing circumstances.
- Ability to think on your feet, make sound judgments, and find creative solutions within established guidelines.
- A proactive, can-do attitude with a willingness to learn and take ownership of outcomes.

5. Attention to Detail and Accountability

- Strong organisational skills with the ability to manage data accurately, meet deadlines, and follow through on commitments.
- Demonstrated commitment to continuous improvement and maintaining efficient, transparent processes.
- Staff responsibilities may be varied by the University in order to allow the University to respond to operational needs or requirements.

Qualifications

1. Bachelor's degree in business, communications, marketing, or information technology management.
2. Minimum 3 years of experience specifically focused on project or program management, event management designing and managing processes in a manner easily understood by a broad range of stakeholders.

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.