

Position Description: RMIT Galleries and Engagement: Coordinator Operations

Position Details

Position Title:	RMIT Galleries and Engagement: Coordinator Operations		
College/Portfolio:	DSC	School/Group:	RMIT Galleries within DSC Engagement
Campus Location:	Primarily based at the city campus, with the potential to work across other RMIT campuses as required.		
Classification:	HEW 6	Time Fraction:	1.0 FTE
Employment Type:	Continuing		
Reporting Line:	Head of RMIT Galleries		

No. of Direct reports: 1 Visitor Services officer, casual roster of gallery attendant and casual events staff

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 College of Design and Social Context (DSC) encompasses RMIT University's renowned art, architecture, design, built environment, communication, and social science disciplines. The college has 24,500 students and over 1,000 staff. The College's academic programs are generally market leaders and in high demand. Based on a strong foundation of practise led, industry partnered teaching and research, we aim to deliver skilled graduates with a deep sense of purpose, and high impact research and innovation.

The DSC Engagement portfolio leads strategic engagement for DSC, connecting the work of its nine schools with industry, community, government and the wider public. The portfolio supports partnerships, public and cultural programs, and initiatives that showcase DSC's strengths in creative practice, design, social inquiry and applied professional education. Within this context, RMIT Galleries (including RMIT Gallery, Design Hub Gallery, First Site gallery, and associated spaces) delivers ambitious exhibitions and programs that present both internal and external work, spotlighting RMIT's creative practice and research alongside leading Australian and international artists and designers, and engaging audiences with urgent contemporary issues and ideas. For more information about the College of Design and Social Context, see: <https://www.rmit.edu.au/about/schools-colleges/design-and-social-context-college>

Position Summary

The Coordinator, Engagement Operations is responsible for coordinating the financial, administrative and compliance activities that support the effective delivery of DSC Engagement's exhibitions, public programs, events, and related activities. The position reports to the Head of RMIT Galleries and works

closely with the Associate Director, Engagement and Partnerships and other Engagement leaders to implement agreed operational processes.

The role provides day-to-day financial and administrative support to RMIT Galleries and Engagement team budget holders, including processing payments and recording transactions, maintaining accurate financial tracking and operational records, and supporting data collection and reporting. The role maintains annual financial tracking templates and supports quarterly completion checks, while budget holders retain responsibility for local financial management, expenditure decisions, forecasting and liaison with Finance Business Partners and the CRM team. The Coordinator also undertakes administrative tasks for the DSC Engagement team, such as organising meetings, maintaining shared records, maintaining team reporting and tracking spreadsheets, and managing computer leases and subscriptions across the relevant cost centres and teams.

The role provides central administrative and operational support across Galleries, Partnerships and Public Programs, coordinating agreed activities and maintaining shared information in consultation with relevant managers. This includes supporting the planning and administration of Engagement team meetings and maintaining shared operational information.

Within RMIT Galleries, the Coordinator works under the direction of the Head of RMIT Galleries and relevant managers to assist with WHS and risk documentation, rostering administration, and other operational support functions. The role may also support the Galleries team as an area Health and Safety Representative, subject to the relevant University arrangements and requirements.

The role will also work with the Galleries Engagement Coordinator and Partnerships and Engagement leaders to support the logistical planning and delivery of events and activities, including Open Day activations, launches, exhibition openings, public programs, PRS activities and Graduate Shows. This may include coordinating security, Welcome to Country arrangements, catering, and other event logistics and activities as needed.

The role will support the operational delivery of student graduate exhibitions and postgraduate research symposia, including PRS activities, while responsibilities for artistic, curatorial, academic and overall project leadership remain with the relevant managers. The role may be required to work outside normal hours to support exhibition openings and other events.

Key Accountabilities

- **Financial and procurement administration**
Provide financial and administrative support for Engagement and Gallery operations and projects, including raising purchase orders, processing invoices, monitoring expenditure against approved budgets, reconciling costs, and maintaining accurate financial records in line with University policies and procedures, under the guidance of budget holders. Maintain, update and check relevant budget-tracking sheets and templates, and provide administrative procurement support where appropriate.
- **Central administration and records management**
Coordinate key administrative activities for DSC Engagement and the Galleries team, including maintaining shared files and registers (e.g. assets, subscriptions, equipment), managing computer leases and software subscriptions, and ensuring documentation is current and accessible. Maintain shared reporting and tracking spreadsheets, including rolling templates over annually, monitoring completion and supporting the preparation of information for operational and performance reporting. Maintain central operational records and shared documentation in an orderly, consistent and accessible format.
- **Subscriptions and leasing management**
Review and coordinate shared subscriptions across the Galleries, Partnerships and Public Programs teams, including maintaining a central register and facilitating renewal, consolidation or discontinuation decisions with relevant managers. Coordinate administrative oversight of shared computer leases, including maintaining accurate records of leased equipment, cost-centre allocations, renewal dates and relevant service arrangements.

- **Supervision of visitor services staff**
Provide supervision and day-to-day oversight of the casual gallery attendants and event staff, including task allocation, guidance and support, ensuring consistent front-of-house operations and high standards of visitor experience.
- **WHS and risk administration**
Support the implementation of work health and safety and risk management requirements for Engagement and Gallery operations by coordinating and documenting risk assessments, ensuring required forms and approvals are completed, maintaining WHS records (including incident reports), and escalating safety issues or incidents to the appropriate managers. The position may undertake the role of area Health and Safety Representative, subject to consultation, training and the University's applicable arrangements.
- **Rostering and timesheet administration**
Assist relevant colleagues and managers by preparing and maintaining rosters for visitor services and event staffing, processing timesheets and attendance records, and ensuring accurate information is provided for payroll and reporting purposes.
- **Operational and logistical support**
Provide logistical support for exhibitions, public programs and engagement activities as directed, including coordinating access and deliveries, in collaboration with curatorial, production and engagement staff. Support general venue, office and shared-stock administration for non-production-related spaces, including maintaining stocklists, shared stationery and events cupboards, and coordinating relevant facilities or maintenance requests.
- **Events and activities support**
Provide operational and logistical support for events and activities across DSC Engagement, including exhibition openings, launches, public programs, Open Day activations, PRS activities and Graduate Shows. This may include coordinating security, Welcome to Country arrangements, catering, cleaning, waste services, access, furniture and room set-up, audio-visual requirements, screening rights, deliveries, event-day support and other agreed requirements.
- **Operational processes and documentation**
Maintain and contribute to the development of operational procedures, checklists, templates and guides that support efficient, consistent and compliant Engagement and Gallery operations, and assist in updating these documents as processes are improved.
- **Operational and performance reporting**
Support data collection and basic reporting on Engagement and Gallery operations (e.g. attendance, utilisation of spaces, expenditure, WHS incidents) to inform planning, compliance reporting and continuous improvement, including for graduate exhibitions and key partnership activities.
- **Stakeholder support and service**
Provide responsive and professional administrative and operational support to internal and external stakeholders and liaise with other College and University services as required to facilitate smooth delivery of activities. Provide administrative support for routine CRM list administration where this is required for ongoing team operations. Provide support for general webpage updates or publishing as needed.
- **Team contribution and other duties**
Work cooperatively as part of the Engagement and Galleries team, follow direction from the Associate Director Partnerships and Engagement and Head of RMIT Galleries, support cross-functional projects and initiatives, and undertake other duties as directed within the scope of this classification.

Essential:

1. **Financial and administrative skills**
Demonstrated experience in financial and administrative support functions, including procurement, invoice processing, monitoring expenditure and maintaining accurate financial and operational records, with strong attention to detail and adherence to policy.
2. **Supervisory and rostering experience**
Experience supervising or coordinating staff, ideally in a front-of-house, visitor services or events context, including the development and management of rosters and the ability to provide clear direction, support and feedback to ensure consistent service standards.
3. **WHS and risk awareness**
Demonstrated understanding of work health and safety and risk management requirements in an events, gallery or related environment, including experience contributing to or coordinating risk assessments and maintaining WHS documentation.
4. **Organisational and time-management skills**
Well-developed organisational and time-management skills, with the ability to manage multiple tasks and competing deadlines, and to produce high-quality work in a dynamic and changing environment.
5. **Communication and stakeholder skills**
Strong interpersonal, written and verbal communication skills, with the ability to build effective working relationships and provide high-quality administrative and operational support to a diverse range of stakeholders, including staff, students, artists, partners and visitors.
6. **Systems and digital capability**
Strong systems skills, including proficiency with the Microsoft Office Suite and experience using administrative, scheduling/rostering, booking and/or financial systems, with the ability to quickly learn new digital platforms and tools.
7. **Teamwork and initiative**
Demonstrated ability to work both collaboratively as part of a team and in a self-directed manner, exercising initiative and sound judgement in progressing work and solving problems within agreed frameworks.
8. **Availability for events**
Willingness and ability to work outside normal hours on occasion (e.g. exhibition openings, public programs, graduate exhibitions and other events).

Desirable

1. Experience working in a gallery, museum, cultural institution or similar public-facing arts environment.
2. Experience working with university financial and administrative systems, including maintaining shared spreadsheets, registers, document repositories and subscription and/or asset records.
3. Experience with CRM, web-publishing, travel-booking or event-management systems.
4. Experience supporting student-facing or academic-related activities (e.g. graduate exhibitions, symposia or research showcases) within a tertiary education context.
5. Familiarity with audience development or visitor experience practices, including working with marketing and communications colleagues to support promotion of gallery events and programs.

6. Experience providing administrative support for projects and/or events in a complex organisational or cultural/arts environment.
7. Experience providing practical logistical support for events, exhibitions or public programs, including coordination of suppliers, security, catering, cleaning, access, equipment, room set-up and event-day requirements.

Qualifications

Relevant tertiary qualification in an appropriate field and/or equivalent relevant 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.