



Position Description – CoVE Senior Services Officer

Position Details

Position Title: CoVE Senior Services Officer

College/Portfolio: Vocational Education **School/Group:** Planning & Resources

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

Classification: HEW 6 **Time Fraction:** 1.0

Employment Type: Continuing

Reporting Line: Quality Lead

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-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.

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 is reimagining how we deliver vocational education to create 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.

Planning and Resources

Our planning and resources function puts the student at the centre of our thinking through a precinct-based approach that delivers the right support where it is needed most. This enables us to deliver a consistent student and staff experience with differentiation between whole of college services and bespoke units or functions. The shared services model which underpins this team is designed to assist with flexible resourcing and service delivery to meet the cadence, requirements and nature of University business.

Position Summary

The CoVE Senior Services Officer will operate within a shared services model for the College of Vocational Education. The approach to service delivery will allow the CoVE Senior Services Officer to be deployed as required across various College functions, providing the candidate with a breadth of experience and exposure to subject matter expertise.

This role will be responsible for leading high-quality administrative support across College teams which include Planning & Resources, Learning & Teaching Innovation and Quality, Partnerships, and supporting education delivery. The role will be required to coordinate project activities, events and provide administrative and project advice and expertise across the College.

The role will excel at providing customer service to staff and students to assist in the coordination of, and participation in, activities including, but not limited to, student lifecycle services, course and program management activities, information management, events and process improvement activities. The role will be responsible for the management and resolution of complex queries from staff and students and will be required to maintain productive working relationships to provide timely solutions.

Key Accountabilities

- Provide high-quality customer service and lead administration support to a range of areas which may include: Selection & Admissions, WIL/Placements, Partnerships, Learning & Teaching Innovation & Quality and additional administration support for a wide range of stakeholders, including professional staff, teachers, and students.
- Providing quality support for both TEQSA and ASQA educational qualifications including:
 - Maintaining and supporting the College Pathways and Articulation agreement register.
 - Supporting HE Program Development processes including Minor and Major change documentation.
 - Supporting HE quality review requirements including: Annual Program Reviews, Comprehensive Program Reviews, Course Enhancement process, Audits, Moderation and Course Quality meetings
- Manage complex issues and queries from staff and students and work with authority to reach timely resolutions, escalating when required.
- Assist in the delivery of a full range of activities related to their relevant team including delivery, administration, event management and support as well as providing expertise and advice where necessary.
- Ensure a high quality client service focus through phone, online and face-to-face channels in the first instance, and ensuring appropriate management, follow up and referrals to see out matters to completion.
- Ensure effective delivery of events and projects and required.
- Coordinate and advise on continuous improvement processes, identifying opportunities for improvement, providing feedback to relevant areas and contributing to the streamlining of processes, events and support services to achieve a successful student and staff experience.
- Lead and coordinate scheduling, meeting or classroom bookings, room set up support and management of any catering of external events and activities and delegating activities as required.
- Development and maintenance of effective working relationships with all relevant stakeholders and use of effective and appropriate communication when communicating with internal and external
- Maintenance of up-to-date knowledge pertaining to the College and L&T Industry group activities, policies and current projects.
- Provide administrative advice and expertise, tracking and management of all documentation, processes and reporting related to WIL/Engagement activities.
- Proactively support the team and collaborate across the College to ensure efficient and effective delivery of services to both internal and external customers.
- This role may be required to work across all College teams and functions to support the business throughout peak periods.
- Perform other duties as requested by the Manager.

Key Selection Criteria

1. Highly developed interpersonal skills and proven ability to build and maintain strong collaborative working relationships with a variety of internal and external stakeholders.
2. Excellent problem-solving skills, including demonstrated experience developing and delivering complex written reports to a high standard and with a high level of attention to detail.
3. Demonstrated experience in providing high quality customer service to internal and external stakeholders and experience managing complex queries in a fast-paced, large scale environment.
4. High level oral and written communication skills, with a proven ability to communicate effectively with a broad range of individuals and groups from diverse backgrounds.
5. Ability to demonstrate flexibility and initiative, by working independently and with limited direction, as well as effectively within a dynamic small team environment.
6. Proven significant administrative experience in planning, organising and prioritising work in a busy environment with multiple and conflicting priorities and competing deadlines.
7. Demonstrated expertise in developing, recommending and implementing changes and improvements to administrative procedures and functions.
8. Demonstrated ability to use information and communication technologies effectively, including Microsoft suite, web and email software and database use.
9. Basic understanding of compliance requirements in the TEQSA and ASQA regulatory environment.

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.