



Position Description – Project Coordinator, Enabling Services Reform

Position Details

Position Title: Project Coordinator

College/Portfolio: Operations

School/Group: Portfolio and Project

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

Classification: HEW 7

Time Fraction: 1.0

Employment Type: 1 Year Fixed Term

Fixed Term Reason: Specific Task or Project

Reporting Line: Associate Director, Engagement – ESR Program

No. of Direct reports: None

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 Operations Portfolio enables an integrated, enterprise-wide delivery for best practice student and staff experiences. The portfolio incorporates the following business units; Data & Analytics, Finance & Governance, Information and Technology Services (ITS), Legal, Office of the Chief Operating Officer, Property Services, and Enabling Services Reform which is where this role resides. The portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

Position Summary

The Project Coordinator is responsible for providing high level project coordination and specialist services within the Enabling Services Reform team of the Operations Portfolio. The role sits within a team delivering a series of enterprise transformation initiatives. This role focuses on project coordination, planning and monitoring the execution of key projects and supporting business process improvement and service optimisation activities to drive efficiency and transformation of the student and staff experience.

The initial focus of this role will be on the Strategic Transformation Academic Resourcing and Timetabling (START) program. This role is pivotal in driving transformational change within the ESR team, ensuring that student and staff experience is at the heart of all we do.

Key Accountabilities

- Provide project coordination and administration support for the START program. This will entail organising and preparing for meetings, preparing reports, maintaining documentation and project artefacts, supporting and tracking project milestones, ensuring all elements are executed efficiently, within agreed timeframes.
- Work with the Project leadership team, ESR Team, and key stakeholders to support the planning, coordination, reporting and visualisation of project activity ensuring adherence to standards and frameworks.
- Manage project status updates, document progress, and identify and escalate issues or risks to the relevant stakeholders.
- Support the ESR Team by driving process improvement activities, optimising project communications, and facilitating the successful adoption of new systems, processes, or technologies.
- Develop effective communications for staff and stakeholders—including reports, updates, agendas, and meeting materials—to maintain engagement and transparency throughout the project lifecycle.
- Proactively collaborate with professional and academic staff, as well as partners across the College, to deliver high-quality support and improve the student and staff experience.
- Provide secretariat support to project committees and working groups as required, ensuring smooth coordination and documentation of project activities.
- Undertake other duties aligned to the scope of the position and the needs of the ESR Team, as directed by management.

Key Selection Criteria

Essential:

- Demonstrated experience in project management or coordination, ideally within complex organisational environments.
- Proven ability to deliver project activities successfully, within agreed timeframes and to a high standard.
- Strong interpersonal and stakeholder management skills, with the ability to influence, communicate and build effective relationships at all levels.
- Well-developed organisational skills, with the capability to manage multiple tasks and competing priorities, to deliver high quality outcomes.
- Excellent communication skills, with a focus on customer service and transparency.
- High level of digital literacy and the demonstrated ability to quickly acquire new technical skills and use a range of project management tools.
- Working knowledge of relevant software packages.

Desirable:

- Experience working in higher education, large-scale transformation, or similar environments.
- Understanding of university processes, particularly relating to academic resources and timetabling.

Qualifications

- Relevant tertiary qualifications and/or proven extensive 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.

Endorsed:	Name: Caitlin Crowley Title: Associate Director, Engagement Date: 03/02/2026	Approved:	Name: Dr John Pillay Title: Executive Director, Enabling Services Reform Date: 03/02/2026
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