



Position Description – Executive Officer, Office of University Secretary and Academic Registrar

Position Details

Position Title:	Executive Officer, Office of the University Secretary and Academic Registrar
College/Portfolio:	Office of the Vice-Chancellor
School/Group:	University Secretariat & Academic Registrar's Group
Campus Location:	Based at the City campus, however may be required to work and/or be based at other campuses of the University.
Classification:	HEW 9
Employment Type:	Continuing
Time Fraction:	1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. 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 three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous 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.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

College/Portfolio/Group

The Office of the Vice-Chancellor (OVC) Portfolio supports the Vice-Chancellor and President in all aspects of their work, and provides specialist strategic advice on, and has oversight of, enterprise governance, compliance, policy, regulatory, and student lifecycle functions, activities and services.

The OVC Portfolio comprises two groups: the Executive Office, and the University Secretariat and Academic Registrar's Group.

The Executive Office provides strategic, executive, and advisory support to the Vice-Chancellor, and facilitates their engagement with a diverse range of stakeholders including the university community, industry, external partners, as well as the executive and other stakeholders. The Executive Office sets and advises on the "rhythm of the business" to support the flow of ideas and actions across the University, and oversees executive operations including provision of advice and secretariat support for the University Executive Committee. The Executive Office also supports the Vice-Chancellor's strategic work program to ensure longitudinal alignment with RMIT's Mission, Vision, Strategy, and Values.

The University Secretariat and Academic Registrar's Group (USARG) is responsible for a range of governance, compliance, regulatory, and student lifecycle activities from enrolment through to graduation. The USARG operating environment is highly complex in view of more than 99,000 student enrolments across the University in both vocational and higher education programs at campuses in Melbourne, Europe and Vietnam, as well as at several offshore locations in conjunction with educational and industry partners. The USARG has a staff establishment of around 145 EFT across Australia and Vietnam, and an operating budget in excess of \$20 million.

Core University services provided by the USARG include: **Academic Governance and Systems:** government reporting, systems operations, academic and admissions governance; invigilated assessment (accreditation compliance); **Enrolment and Student Records:** student financials governance, student records, enrolment compliance and records, student visa and identity compliance, and global student records; **Completions and Graduations:** program completions and graduation ceremonies; **University Secretariat:** Council Committees and controlled entities; **Education Regulation, Compliance and Assurance:** regulatory compliance and assurance; **Office of the University Secretary and Academic Registrar:** complex and high risk student matters, external review and stakeholder requests, privacy and freedom of information, compliance, central policy, and contract services.

<https://www.rmit.edu.au/about/governance-management/rmit-structure/ovc>

Position Summary

The Executive Officer facilitates a critical role within the USARG working closely with and providing high-level advice informed by subject matter expertise to the Deputy Academic Registrar and Director (DARD), and the University Secretary and Academic Registrar (USAR) across a wide range of functions delivered by the group.

The position establishes and manages strategic relationships with stakeholders internal and external to the University, negotiating, working closely and acting as a key liaison and authoritative source of advice.

The Executive Officer is also responsible for resolving complex, sensitive and high-risk student matters referred to the USARG by the Office of the Vice-Chancellor, Chancellor, members of the University

Executive or Health, Safety and Risk. In so doing, the position investigates, analyses and scrutinises information, interprets and applies policy, legislation and regulation, consults stakeholders and subject matter experts, and develops high calibre, fit for purpose advice and recommendations for decision making.

The position is accountable for conducting National Student Ombudsman complaint investigations, remediation planning and negotiation with senior stakeholders, drafting responses to information requests, case management of matters, and supporting the DARD in managing the University's relationship with the NSO.

The Executive Officer manages the Office of the University Secretary and Academic Registrar leading, training and guiding a small team to facilitate and case manage stakeholder requests. The position oversees, supports and quality assures team operations, conducts reporting, and implements continuous improvement measures.

The position represents the DARD and USAR at meetings and university forums and manages assigned matters on their behalf. As a senior member of the USARG, the Executive Officer embodies and role models ARG ethos, principles and standards.

Reporting Line

Reports to: Deputy Academic Registrar and Director

Direct reports: 2

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Provide authoritative advice to the DARD and USAR across a wide range of USARG functions and responsibilities.
- Provide clear, timely specialist advice to stakeholders on the interpretation and application of relevant policy, legislative and regulatory sources, as well as approaches to resolution of complex student issues governed by USARG frameworks.
- Establish and maintain strategic relationships with key internal and external stakeholders identifying and meeting needs in a timely manner. Leverage strategic relationships to support the delivery of operational objectives.
- Manage complex, sensitive and high-risk student matters referred to the USARG from investigation to closure, undertaking fact finding and validation, policy interpretation and application, stakeholder and subject matter expert consultation, communication and reporting, and resolution development for decision making.
- Investigate, collate information, liaise with stakeholders and draft responses for DARD review to Victorian and Commonwealth Ombudsman enquiries and information requests.

- Conduct National Student Ombudsman complaint investigations, remediation planning and negotiation with senior stakeholders, draft responses to information requests, case management of matters, and support the DARD in managing the University's relationship with the NSO.
- Investigate, collate and prepare responses to statutory information requests received from the Department of Education, Administrative Review Tribunal, and other statutory authorities concerning student matters for DARD consideration.
- Advise, guide and support stakeholders seeking to make submissions to the USAR for enrolment and admission decisions under associated USARG frameworks. Draft briefing materials for DARD and USAR consideration and decision making.
- Coordinate the Death of a Student process representing the DARD on associated committees.
- Represent the DARD and USAR at meetings and university forums and manage assigned matters on their behalf as directed embodying USARG ethos, principles and standards.
- Produce data, reports, memoranda and correspondence for and/or on behalf of the DARD and USAR.
- Authenticate University documents and official academic statements as an authorised Department of Foreign Affairs and Trade signatory.
- Manage the Office of the University Secretary and Academic Registrar including prioritising time sensitive tasks and monitoring staff workload. Provide effective leadership, guidance and training to direct reports instilling a culture of quality assurance, continuous improvement and service excellence in work undertaken.
- Lead the continuous review of relevant processes, documentation, systems and practices across Office of the University Secretary and Academic Registrar functions to identify opportunities for improvement.

Key Selection Criteria

1. Significant complaints end-to-end case-management experience, including complainant and stakeholder liaison, investigation, remediation planning and negotiation, and drafting of outcomes.
2. Demonstrated ability to build and maintain effective and productive strategic relationships with a wide range of internal and external stakeholders within a complex environment, and a proven ability to effectively consult, collaborate, negotiate and influence others.
3. Proven understanding of and commitment to maintaining professional standards and service excellence, as well as the ability to identify continuous improvement opportunities and adapt to, deliver and influence change.
4. Highly developed diagnostic, analytical and conceptual skills, including an ability to think laterally as well as creatively to identify and implement practical and innovative solutions to complex problems.
5. Excellent written communication skills including experience in preparing high quality, fit for purpose: communications, reports, briefs, advice with recommendations; and the capacity to present complex information in a structured and concise manner for consideration by decision makers.
6. Excellent interpersonal and verbal communication skills, including an ability to convey complex information, ideas and concepts clearly and efficiently to a variety of different audiences at different levels. Ability to manage confidential and sensitive matters tactfully, carefully, and respectfully.
7. Demonstrated experience in leading, coordinating and managing teams to deliver high quality outcomes in a pressured environment within a large organisation.
8. Exceptional organisational and time management skills with a proven ability to work autonomously, plan and deliver within tight timeframes and manage competing priorities.
9. Demonstrated experience in applying reasoning and exercising sound judgment, informed by an understanding of relevant legislative and policy frameworks preferably within the tertiary and/or vocational education sector.

Qualifications

Relevant tertiary qualification and/or substantial experience. Experience within the tertiary sector would be highly regarded.

Note: Appointment to this position is subject to passing a 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:	Signature: Name: Anthony Falzon Title: Deputy Academic Registrar and Director Date: 9 September 2025	Approved:	Signature: Name: Connie Merlino Title: University Secretary and Academic Registrar Date: 9 September 2025
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