



Position Description – Indigenous Prospective Student Case Manager

Position Details

Position Title: Indigenous Prospective Student Case Manager

College/Portfolio: Engagement
School/Group: Global Student Recruitment

Campus Location: Based at the City campus, but may be required to work and/or be based at other campuses of the University.

Classification: HEW 6
Time Fraction: 1.0

Employment Type: Fixed Term

Fixed Term Reason: Specific Task or Project

Reporting Line: Manager, Conversion & Engagement

No. of Direct reports: Nil (some supervision of student and casual staff may be required)

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.



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 Engagement Function's vision is to co-create and deliver best-in-class University approach to Engagement, covering all channels and audiences by bringing together expertise and knowledge from across RMIT to drive an experience that is inclusive, customer centric, future focused and meaningful. This means working cross functionally, leveraging data and technology to develop propositions and optimise experiences for all our audiences - students, staff, researchers and alumni. It is reliant upon an engaged and highly skilled workforce to deliver our shared promise and University mission. This is how we aim to differentiate RMIT.

The function includes the following teams: Business Partners Experience, Market Intelligence & Proposition, Global Marketing & Regional Hubs, Digital & Experience, University Lifecycle, and Global Student Recruitment.

Position Summary

The Indigenous Prospective Student Case Manager will create a culturally safe experience to prospective Indigenous students through proactive engagement and individualised support throughout the entire prospective student journey from enquiry through to enrolment. The role will work across the Engagement portfolio to improve the experience of prospective Indigenous students interested in studying at RMIT University.

The Case Manager will provide expert insight and advice to the wider Engagement portfolio which will subsequently influence the planning and delivery of Indigenous student recruitment activities to align to the overall strategic priorities of the University.

The Case Manager will be a product and audience expert, engaging in meaningful needs-based conversations across various inbound and outbound channels to provide best in class student support whilst managing and maintaining a healthy pipeline of prospective students from initial enquiry all the way through to enrolment – the Case Manager will be with them every step of the way to ensure maximum support and positive student outcomes, setting them up for future success.

The Case manager will work collaboratively with the Ngarara Willim Centre and with other important internal and external stakeholders to deliver outcomes that align to build engagement, encourage educational aspirations and support the entry processes for prospective Indigenous students.

Key Accountabilities

- Deliver culturally safe, personalised support to prospective Indigenous students from first enquiry through to enrolment to assist students in navigating through the recruitment, admission and conversion stages for prospective Indigenous students.
- Engage in meaningful needs-based conversations with Indigenous prospective students across various stages of the application pipeline, building a positive and supportive relationship, unearthing study motivations and ultimately empowering the student to convert from prospect to enrolment.
- Establish and maintain internal and external relationships by working collaboratively to align to overarching university priorities.
- Provide additional support across Recruitment, Global Sales and Conversions teams to successfully deliver activities and to ensure a high-quality of service to potential Indigenous students.
- Serve as subject matter expert for the Indigenous Prospective Student Audience and provide consistent meaningful insight back into the business to shape future student recruitment effort.
- Ensure detailed and quality lead capture through conversations with prospective students to maintain an effective sales pipeline for upcoming and future intakes.
- Meet, maintain and exceed all established internal Key Performance Indicators (KPIs) and Service Level Agreements (SLAs).

Key Selection Criteria

1. Proven experience in Indigenous community engagement and a deep understanding of Indigenous Cultures and Organisations, including an understanding of the systemic barriers and challenges experienced by Indigenous Peoples.
2. Detailed knowledge of the higher education sector, with experience supporting Indigenous People in achieving educational goals.
3. Demonstrated experience in case management with strong organisational skills, the ability to work autonomously and manage competing priorities and completion of tasks.
4. Proven ability to collect feedback, analyse data, identify issues, recommend action and write reports.
5. Established ability to work collaboratively and cooperatively in a team environment both internally and externally.
6. Experience with Student Recruitment highly regarded, but not essential.
7. Excellent interpersonal communication skills, including skills in information exchange and relationship management.
8. Demonstrated ability to think analytically and creatively, applying your problem-solving skills to the identification and management of project risks and issues and skills to articulate that back to key stakeholders.
9. Demonstrated ability to show initiative and flexibility, a willingness to take on new challenges, work with minimal supervision and organise workload to ensure timely completion of tasks.

Qualifications

Desirable: A tertiary qualification in a relevant discipline and/or an equivalent level of expertise in providing support and services to tertiary students.

This is an Aboriginal Designated Position, classified under 'special measures' of section 12 of the Equal Employment Opportunity Act 2010. Only Aboriginal and/or Torres Strait Islander people are eligible to apply. Proof of Aboriginal and/or Torres Strait Islander heritage is required.

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.