



Position Description – Information Services Officer

Position Details

Position Title:	Information Services Officer
College/Portfolio:	Education
School/Group:	Library
Campus Location:	Primarily based at City campus, and the potential to work across other RMIT campuses as required.
Classification:	HEW 5
Time Fraction:	1.0 FTE
Employment Type:	Fixed term
Fixed Term Reason:	Replacement Employee
Reporting Line:	Senior Coordinator, Library Frontline Services
No. of Direct reports:	Nil

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.

Education Portfolio

The Education Portfolio leads the planning and implementation of the University's strategies related to RMIT's academic programs and the student experience.

The Portfolio is responsible for:

- Development and implementation of the Education Plan in accordance with University strategy as it relates to best practice in learning and teaching, student experience and academic staffing
- Oversight of quality assurance for RMIT programs and their contribution to the development of improved outcomes for students and partners
- Development and implementation of policy relating to academic profile and its impact on academic programs and staff leadership and management of relevant projects deemed as priorities in the RMIT Strategic Plan and University Annual Operating Plan
- Provision of resources and services that support academic endeavour through the RMIT University Library identifying and planning for administrative and support services to meet the needs of different student cohorts, on and offshore, across the student life cycle
- Promoting access to Vocational Education and Higher Education by students from diverse backgrounds and targeted equity groups
- Developing and maintaining systems, processes and procedures related to the student record.

RMIT University Library

RMIT University Library is a creative partner in the achievement of RMIT University's teaching, learning and research strategic goals. It engages with other groups within the University to design initiatives that have a positive impact on the student experience including the provision of direct support, peer mentoring facilitation, advice and guidance for students' academic skill development. It provides accessible and inclusive resources, services and facilities to support the information needs of RMIT's large and globally distributed student and staff population and supplies expertise for the management of the University's archives and business information.

To support the goals and operations of the University, the Library is arranged into 4 main functional areas: Learning, Teaching and Research; Collections; Quality and Engagement; and Archives. The library increasingly delivers digital collections and services to maximise access by the RMIT user population.

At RMIT Melbourne, the University Library operates from 4 locations: the Swanston Library; the Bundoora Library; the Carlton Library and the Brunswick Library and manages a Makerspace on the city campus. At RMIT Vietnam, the Library supports over 7,000 students from 2 locations: Ho Chi Minh City and Hanoi. All libraries are networked for wireless. They provide flexible spaces for individual and group study, computer equipped group study rooms and seminar rooms for academic and library research skills training.

Position Summary

The Information Services Officer is delivers high-quality student centred frontline library services across multiple service channels, ensuring consistent, accurate and timely support for students and staff. The role provides guidance and real-time support to colleagues during service delivery, acts as an escalation point for complex enquiries, and contributes to the continuous improvement of frontline services, systems and knowledge resources.

Working collaboratively within a team environment, the position supports service excellence through effective communication, strong problem-solving and a commitment to inclusive and accessible service delivery.

This is a campus-based role.

Key Accountabilities

- Deliver high-quality, student-centred Frontline Library services across multiple service channels, including in-person, web chat, email, phone and ticketing, in accordance with established platforms and service standards.
- Act as an escalation point for Concierge staff during service shifts, providing real-time guidance, troubleshooting, and decision-making within established protocols, exercising sound judgement.
- Contribute to the maintenance and continuous improvement of knowledge base content and related resources to support consistent Library Frontline service delivery.
- Contribute to service enhancement initiatives, including process improvement, projects or working groups that support the effective delivery of library frontline services.
- Maintain currency in knowledge of Library services, systems, policies and procedures to provide accurate and timely information.
- Participate in Welcome Events, Orientation, outreach activities and other initiatives that promote Library services and student success.
- Work collaboratively with Library Concierge and Library Sites teams, and other colleagues to support consistent, inclusive and student-focused service delivery.

Key Selection Criteria

1. Demonstrated experience delivering high-quality, student-centred customer service across multiple channels, including in-person, web chat, email and phone, within established service frameworks.
2. Demonstrated ability to provide accurate information, guidance and appropriate referrals, exercising sound judgement within a library, education or customer service environment.
3. Experience using digital systems and tools, with the ability to contribute to the maintenance and improvement of online information and knowledge resources.
4. Demonstrated organisational skills, with the ability to manage competing priorities, apply attention to detail and follow established processes and procedures.

5. Demonstrated ability to assess, resolve or appropriately escalate complex enquiries, providing guidance to others and exercising sound judgement within defined protocols.
6. Well-developed communication skills, with the ability to convey information clearly and professionally and adapt communication style to meet the needs of diverse audiences.
7. Demonstrated ability to work collaboratively as part of a team, contributing to a positive team environment and continuous improvement of services.
8. Demonstrated commitment to providing inclusive, accessible and student-focused services in a diverse environment.

Qualifications

Relevant Library and Information Services qualifications (or working towards) with demonstrated experience in a similar role, or an equivalent combination of education, training and 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.