



Position Description – Learning & Teaching Support Senior Officer

Position Details

Position Title: Learning & Teaching Support Senior Officer

College/Portfolio: DSC **School/Group:** Property, Construction and Project Management

Campus Location: Primarily based at 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: Manager, School Operations

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.



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 of Design and Social Context (DSC)

RMIT's College of Design & Social Context brings together nine schools across design, technology and society. Its broad expertise in the built environment, education, media and communication, global and social studies, and all fields of art and design underpins its interdisciplinary approach.

The College contributes to sustainability, regenerative futures, social justice, and the relationship between technology and human experience. Through future-focused, industry-connected and community-engaged education and research, it works to develop practical solutions to contemporary challenges.

With more than 21,000 students in Australia and Vietnam and over 1,000 academics, the College fosters an environment that advances knowledge and professional practice. Its research centres, groups and international partnerships deliver globally impactful, agenda-setting research that informs policy, supports industry innovation and advances creative practice.

The College has a strong presence in Asia and Europe through programs at RMIT Vietnam, partnerships in Singapore and Hong Kong, and research activity at RMIT Europe in Barcelona.

RMIT's College of Design & Social Context is globally recognised, including top rankings in Art and Design, Architecture and the Built Environment, and Communications and Media Studies.

For more information, visit www.rmit.edu.au/dsc.

School of Property, Construction and Project Management

The School of Property, Construction and Project Management is a leading provider of programs in construction management, project management, property and valuation, occupational health and safety, and sustainable building across the Asia-Pacific region.

The School has a strong international outlook, supported by partnerships with the Singapore Institute of Management, the Vocational Training Council in Hong Kong, and the China University of Mining and Technology, that see our programs taught across multiple locations, in addition to the provision for students to study a semester of their program at one of the many University's exchange partners abroad.

With a highly industry-focused approach, the School maintains more than 00 industry connections through its Employer of Choice program, giving students valuable workplace experience and access to employers. It also maintains strong links with the global research community, offering excellent facilities for postgraduate research and fostering interdisciplinary collaboration across programs.

The School delivers innovative, practical research and consulting services to the construction, project management and property sectors.

For more information see <https://www.rmit.edu.au/about/schools-colleges/property-construction-and-project-management/about>

Position Summary

The Learning & Teaching Support Senior Officer role is a multipurpose role, responsible for coordinating learning and teaching activities within the School, select School-wide events, and providing academic administration support for non-standard program offerings. Working closely with the Associate Dean (Learning and Teaching), Manager - School Operations, and respective Program Managers, the role supports day-to-day service functions, contributes to strategic projects, and develops systems to help achieve the School's learning and teaching goals, while delivering efficient, client-focused administrative support and undertaking additional activities or projects as required.

Key Accountabilities

- Deliver accurate advice to students and staff on academic and students administrative matters, managing enquiries across all channels.
- Provide assistance to the Manager - School Operations and academic disciplines with key timetabling items, including handling timetabling-related student enquiries.
- Represent the School at College and University meetings, coordinating information flow and contributing School feedback to stakeholders.
- Maintain, review, and implement academic and administrative policies and procedures, providing clear interpretation and guidance to staff and students.
- Support the delivery of school-based events, including Open Day, Orientation, Careers Fairs and industry engagement activities.
- Assist learning and teaching operations, including support for the School's Associate Dean (Learning & Teaching) and the University's Learning Management System.
- Provide secretarial support to operational committees in line with governance requirements.
- Support the development of communications and design materials as required.
- Contribute to additional School priorities and operational activities as needed.

Key Selection Criteria

Essential:

- Highly developed administration skills including the ability to plan, prioritise, monitor, and evaluate. A proven ability to work autonomously with a strong focus on quality outcomes is essential.
- Demonstrated ability to adapt productively to changing work practices and evolving operational needs within the School, College, and University.
- High-level negotiation, liaison and communication skills, and the ability to convey complex information clearly, with attention to accuracy, proof-reading and presentation.
- Demonstrated experience and knowledge of HE policies, procedures and practices

- Proficient in using contemporary information and communication technologies, including Microsoft Office applications
- Highly developed client relations and interpersonal skills, including the demonstrated ability to effectively deal with a wide range of people whilst working cooperatively as a member of a team.
- Highly developed interpersonal and client service skills, including the ability to work collaboratively as part of a team and engage effectively with a wide range of stakeholders.

Qualifications

Mandatory: A tertiary qualification, or significant practical experience in an administrative role in a tertiary/research institution.

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.