

Position Description – Manager, Student Lifecycle

Position Details

Position Title: Manager, Student Lifecycle

College/Portfolio: College of Design and Social Context

School/Group: College Office

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

Classification: HEW 9

Time Fraction: Full-time

Employment Type: Continuing

Fixed Term Reason: Choose an item.

Reporting Line: Associate Director, Student and Program Lifecycle

No. of Direct reports: 1

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 College of Design and Social Context encompasses RMIT University's renowned art, architecture, design, built environment, communication, and social science disciplines. The College has 24,500 students and over 1,000 staff located in 9 schools.

The College's academic programs are generally market leaders and in high demand. Based on a strong foundation of practice-led, industry partnered teaching and research, we aim to deliver skilled graduates with a deep sense of purpose, and high impact research and innovation.

For more information see www.rmit.edu.au/dsc

Position Summary

The Manager, Student Lifecycle leads the delivery of consistent, compliant, high quality, student administration across the College's eight schools in Melbourne. The role provides specialist advice and expert interpretation and review of RMIT academic policies and procedures, driving their effective implementation while applying quality and continuous improvement principles.

The Manager plays a key leadership role in the development of Student Lifecycle teams, fostering a collaborative, high-performing and service-focused culture. The role ensures all student lifecycle operations and delivery are effective and streamlined across all programs, modes and locations to support operational objectives.

The Manager is instrumental in fostering cultural change, driving continuous improvement, strengthening leadership capability and embedding consistent service standards across the broader team.

As a member of the College Student and Program Lifecycle leadership team, the Manager works in close partnership with school leadership teams, academic leaders, and colleagues in other college and University teams.

Key Accountabilities

- Provide strategic leadership and direction on all matters relating to student lifecycle activities, ensuring the delivery of high-quality, responsive and student-centred support aligned with College and University priorities.
- Lead, develop and inspire a high-performing team fostering a culture of collaboration and continuous improvement to deliver a professional, dedicated service aligned with strategic objectives. Ensure the service remains high-quality, relevant, adaptable, and competitive in response to changing external factors.
- Drive the alignment of College-wide services with University-wide models, principles and platforms, and the adoption of enterprise systems and process improvements.
- Evaluate service demands and resource requirements to ensure sustainable, efficient and effective service delivery across all student lifecycle activities.
- Establish and maintain collaborative, mutually beneficial relationships with colleagues in schools, colleges and central portfolios, developing effective communication, knowledge sharing and collaborative approaches to achieving shared objectives.
- Provide leadership and direction in the implementation of University policies and procedures in the College and at partner locations as well as ensuring compliance with relevant regulatory bodies, accreditation standards and government legislation (for example: TEQSA, HESA, ESOS).
- Plan, lead and manage projects relating to continuous improvements in student lifecycle activities, ensuring compliance with University policies and procedures and effective use of enterprise-supported systems.
- Prepare and present high-quality reports and recommendations on student lifecycle matters to various University and College committees and represent the College on student lifecycle related committees and working parties.

Key Selection Criteria

1. Extensive experience and expertise in the University sector in a senior/ management role which required the exercise of a high level of independence and professional judgement.
2. High level knowledge of academic and student administration policies and procedures including experience in policy and process development, implementation and review.
3. Demonstrated high level of problem solving and analytical skills, the ability to think strategically and act tactically based on organizational objectives and priorities in a dynamic business environment.
4. Strong leadership skills and demonstrated ability to actively build and manage a service-focused academic administration team across multiple locations.
5. High level interpersonal and communication skills, including the ability to lead, direct and influence others, work as a member of a team, build and maintain effective and productive relationships with a wide range of internal and external groups, and deal effectively with conflicting requirements from diverse stakeholders.
6. Highly motivated and pro-active with a proven track record of successful change management, quality management and project management.

Qualifications

Bachelor degree (or equivalent) in a relevant discipline and/or extensive experience in a relevant administrative area.

Sound knowledge of relevant policies and procedures in the higher education sector is advantageous.

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.