



Position Description – Operations Coordinator (International Recruitment)

Position Details

Position Title: Operations Coordinator (International Recruitment)

College/Portfolio: Engagement **School/Group:** Experience

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

Classification: HEW 7 **Time Fraction:** 1.0

Employment Type: Continuing

Reporting Line: Strategic Operations Lead, Student Recruitment (International)

No. of Direct reports: 0

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 Experience Group's vision is to bring to life RMIT's strategy by putting the student at the centre of everything we do, creating a differentiated brand proposition, developing integrated deep insights for all our global students and cultivating a differentiated and relevant service experience for those segments.

The Experience unit includes the following teams: Market Intelligence & Proposition, Market Development & Customer Innovation, Brand, Segments and Campaigns, Marketing Business Partners and Global Student recruitment.

The Global Student Recruitment Team leads all sales and direct marketing activities. It also includes international admissions activities, international student services, sponsorship development, and agent management.

Position Summary

The Operations Coordinator (International Recruitment) reports to the Strategic Operations Lead and is responsible for coordinating the planning, delivery and evaluation of international student recruitment activities across regions. The role supports the successful implementation of digital, direct and in-market recruitment initiatives, events and projects that contribute to RMIT's international student recruitment and enrolment objectives. Working collaboratively with internal and external stakeholders, the Operations Coordinator provides advice to prospective students and key influencers, coordinates recruitment campaigns and events, supports governance and operational processes, and contributes to the continuous improvement of recruitment strategies through data analysis, reporting and stakeholder engagement.

Key Accountabilities

- Coordinate and support the planning and delivery of digital, direct and in-market recruitment initiatives across regions, contributing to the achievement of recruitment, conversion and enrolment objectives.
- Coordinate and deliver recruitment events, engagement activities and promotional programs, both onshore and offshore, ensuring effective planning, stakeholder management, logistics and successful execution.
- Coordinate and deliver strategic recruitment projects and operational initiatives, ensuring effective governance, project planning and stakeholder engagement.
- Contribute to the development, implementation and evaluation of recruitment strategies, market plans that enhance RMIT's brand, strengthen market presence and support sustainable international student recruitment.
- Monitor recruitment performance, analyse data, prepare reports and provide insights and recommendations to inform decision-making, optimise performance and support continuous improvement.
- Provide specialist advice and guidance to prospective students, parents, education agents and other key stakeholders on RMIT programs, study pathways, admissions requirements and recruitment processes, ensuring a high-quality prospective student experience.
- Develop and maintain productive relationships with internal and external stakeholders, including education agents, schools, sponsoring organisations, alumni, government agencies and industry partners, to support recruitment, partnership and business development outcomes.
- Identify opportunities to improve recruitment processes, stakeholder engagement and service delivery by implementing innovative practices that enhance the prospective student experience and improve conversion outcomes.
- Actively contribute to a collaborative, high-performing team environment by sharing knowledge, supporting colleagues and participating in initiatives that strengthen the capability and effectiveness of the International Recruitment team.
- Undertake other duties as required.

Key Selection Criteria

Essential:

1. Demonstrated experience in coordinating and delivering student recruitment, marketing, events or stakeholder engagement activities, preferably within the higher education or international education sector.
2. Proven ability to plan, manage and deliver multiple projects and activities simultaneously, balancing competing priorities while meeting deadlines and maintaining high levels of accuracy.
3. Excellent interpersonal, communication and presentation skills, with the ability to build and maintain effective relationships with a diverse range of stakeholders, including prospective students, education agents, academic staff and external partners.
4. Demonstrated ability to provide accurate advice and information, interpret policies and procedures, and deliver high-quality customer service in a complex environment.
5. Experience coordinating events, campaigns or promotional activities, including logistics, stakeholder engagement and post-event evaluation.
6. Strong analytical and problem-solving skills, with experience collecting, interpreting and reporting on data to support continuous improvement and informed decision-making.
7. Demonstrated organisational skills with strong attention to detail and the ability to develop and maintain effective administrative, governance and operational processes.
8. Proven ability to work both independently and collaboratively within a high-performing team, contributing to shared goals and fostering a positive team culture.
9. Demonstrated ability to effectively utilise business systems, data and technology to coordinate recruitment activities, manage stakeholder engagement and support operational excellence.

Qualifications

A relevant bachelor's degree and extensive relevant experience, or an equivalent combination of both.

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.