



Position Description – Operations Manager

Position Details

Position Title: Operations Manager

College/Portfolio: Operations **School/Group:** Property Services Group

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

Classification: HEW 9

Time Fraction: 1.0

Employment Type: Continuing

Fixed Term Reason: n/a Choose an item.

Reporting Line: Director, Business Operations

No. of Direct reports: 4-6

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

Property Services is located in the Operations Portfolio which is the services nucleus of RMIT and the focus for the development of the finance, people development infrastructure and systems that provide administrative capacity to the University.

Property Services has approximately 100 staff and has the responsibility to operate, maintain and enhance the buildings owned and leased by RMIT University, oversee construction projects and ensure the provision of physical facilities services.

Property Services is responsible for a Property Portfolio of \$2.9b with an operating budget in excess of \$80M and prospective capital projects of over \$100M per annum for the next few years in Melbourne and Vietnam. RMIT's built environment involves approximately 110 buildings in Melbourne spread across all RMIT's campuses and sites.

Property Services consists of the following branches:

- Commercial & Leasing
- Facilities & Asset Management
- Capital Works & Development
- Campus Strategy & Management
- Business Operations

For more information please visit: www.rmit.edu.au/propertyservices

Position Summary

The Operations Manager works closely with the Director, Business Operations to provide operational support across Property Services, overseeing daily business operational activities, focusing on maximizing efficiency and optimizing production processes. The role leads a team of Operations Officers who are allocated to and support local departments and members of the Strategic Leadership Team (Executive Director and Directors) who are responsible for defining and driving the strategic objectives of the organization. Examples of responsibilities of this team include (but are not limited to) coordination of professional development, staff registers, device management, event management, travel coordination, training coordination and annual operational planning coordination.

The role needs to:

- Be a team player, keen to roll up their sleeves, help others and fix problems.
- Set the standard for customer service through timely, accurate replies and representing PSG professionally.
- Have a passion for planning and organising.
- Be tech-savvy with knowledge of systems and technology.
- Break down silos, encouraging collaboration and efficiency.
- Be a collaborative and effective leader.
- Be a translator of strategy to tactical solutions.

Key Accountabilities

- **Process Improvement:** Analyse and enhance business operational procedures, reducing waste, boosting productivity and enabling best practice with emphasis on simple, customer-centric design.
- **Resource Management:** Lead, motivate and support a team to ensure consistent and high quality support is provided, understanding priorities, driving career development and manage workload balance.
- **Budget Management:** Manage the business operations budget to ensure fiscal responsibility and appropriate allocation of funds, including coordination of budgets, reports and forecasting submissions.
- **Quality & Safety Assurance:** Ensure business operations support services meet quality standards and comply with enterprise and local policies and procedures.
- **Strategic Outcomes:** Provide organisational and project management support to the Strategic Leadership Team to enable embedding and realisation of strategic objectives.
- **Stakeholder Engagement:** Create and build stakeholder relationships and network to achieve understanding of stakeholder needs to inform prioritisation and improve stakeholder experience.
- **Planning:** Prepare long term plans for operational activities to enable PSG to be prepared and structured in our approach to enterprise and local activities, creating a culture of well considered, organised and smooth cadence.

Key Selection Criteria

Essential:

1. Two or more years of proven success in an operations management role.
2. Strong skills in budget development and management.
3. Excellent ability to delegate responsibilities while maintaining organisational control of operations and customer/stakeholder service.
4. Extensive experience in providing organisational, time management, leadership and administrative functions in a large, complex organisation.
5. Excellent problem-solving skills and outcome focused approach including the initiative to harness resources, identify areas of improvement and propose / implement solutions.
6. Demonstrable experience of stakeholder engagement and strong customer-centric approach.
7. Well-developed interpersonal, verbal and written communication skills and ability to negotiate,

influence and engage with a wide audience.

8. Ability to maintain confidentiality and handle sensitive matters diplomatically and discreetly.

Desirable:

9. Experience with Workday.
10. Experience in Adobe Suite (InDesign & Photoshop) or publications experience.

Qualifications

Bachelor's degree (or equivalent) in operations management, business administration or relevant field.

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.