

## Position Description – Planning & Operations Administrative Officer

### Position Details

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**Position Title:** Planning & Operations Administrative Officer

**College/Portfolio:** College of Design and Social Context and Urban Design      **School/Group:** School of Architecture

**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

**Employment Type:** Ongoing

**Fixed Term Reason:** Replacement Employee

**Reporting Line:** School Manager

**No. of Direct reports:** Not applicable

### RMIT University

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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?

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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

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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

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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

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RMIT's College of Design & Social Context brings together creative and practical study in the fields of design, technology and society. Comprised of nine schools, the College encompasses a wide variety of disciplines of the built environment, education, media & communication, global & social studies and across all fields of art and design. It is this breadth of expertise and the shared commitment to addressing the most urgent challenges and opportunities of our time through interdisciplinary collaboration that gives the College its unique identity.

Our work makes substantive contributions to sustainability and regenerative futures, global and social justice agendas and exploring the nexus of technology and the human experience. We seek to deepen our understanding and offer possible paths forward for society by addressing these issues with imagination, rigour, and practicality. We do this through excellence in education and research that is future-focused, industry-connected and community engaged.

With over 21,000 students in Australia and Vietnam – from undergraduate students to PhD candidates – learning and researching with a team of over 1000 academics, we are dedicated to fostering an environment that advances knowledge and transforms professional practice.

Through our highly respected research centres, groups and international partnerships, the College is having an impact globally with agenda-setting research that informs government policy, supports industry innovation and advances creative practice. The College has a significant presence in Asia and Europe through higher education programs and active research projects. This includes programs at RMIT's Vietnam campus and with partner organisations in Singapore and Hong Kong, and research activity at RMIT Europe, the University's innovation hub in Barcelona.

The College is recognised globally for its standing across numerous fields with Art and Design maintaining its number one spot in Australia and the Asia-Pacific, and 19th globally, in the 2023 QS World Rankings by Subject. Architecture and the Built Environment ranks second in Australia and 25th globally while Communications and Media Studies is ranked fourth in Australia and in the top 50 globally.

For more information see [www.rmit.edu.au/dsc](http://www.rmit.edu.au/dsc)

## **School of Architecture and Urban Design**

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RMIT's School of Architecture and Urban Design is an acknowledged world leader in architecture, interior design, landscape architecture and urban design education. The School focusses on ideas-led, venturesome design exploration that aspires to contribute to the future of our disciplines and an increasingly complex world.

The school is primarily focused on design with an international reputation for design excellence. We focus on research through design practice which is at the centre of our activities. As a multidisciplinary design school, the School of Architecture and Urban Design understands design practice as an agent of change. We engage in design through the lens of venturesome practice, social change, and emergent technologies. We are industry-engaged, practice-led and through project-based learning, create readiness for work and best practice industry engagement. Our School aims to address compelling, contemporary issues including climate change, globalisation, and rapid urbanisation, in ways that help drive change through design.

RMIT is ranked #1 in Australia and #21 in the world for Architecture / Built Environment (2025 QS Rankings). Placing the School of Architecture & Urban Design in the top echelon of the world's leading Architecture and Built Environment schools.

The School is leading the establishment of international excellence in research which is aligned to and working with RMIT's global network of partnerships, industries and cities, another of the University's key strategic aims. It is recognized as the world leader in Design Practice Research with distinguished practitioner PhD cohorts geographically clustered around activities in Melbourne, Barcelona and Ho Chi Minh City.

For more information see <https://www.rmit.edu.au/about/schools-colleges/architecture-and-urban-design>

## **Position Summary**

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The Planning & Operations Administrative Officer supports the effective delivery of School operations by providing reliable, well organised administrative and logistical services. The role undertakes routine and clearly defined tasks, including bookings, records and data maintenance, procurement processing, event and travel coordination, and office support, to ensure a smooth and responsive operational environment.

Consistent with RMIT's Be-Know-Do leadership model, the role demonstrates leadership through everyday behaviours and interactions. The position embodies our values by being open, authentic and inclusive in its service approach; understands stakeholders and operational priorities to provide accurate

and timely support; and takes responsibility for delivering work to high standards, seeking clarity where required and escalating issues appropriately.

By contributing positively to team culture, supporting colleagues, and maintaining strong service principles, the role influences outcomes, strengthens collaboration, and helps drive continuous improvement across School operations.

## **Key Accountabilities**

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- Deliver routine administrative and operational support, providing accurate and timely coordination of bookings, meetings, records, mail outs and general administrative tasks, ensuring a consistent and service focused approach (Be / Do).
- Maintain operational data, systems and documentation, by ensuring lists, registers, intranet and website content, files and administration data are current, reliable and well-organised, applying sound understanding of processes and stakeholder needs (Know).
- Support School and discipline events by assisting with the logistics and planning, including bookings, catering, materials and setup, contributing to a collaborative and inclusive team environment (Be).
- Process routine procurement and finance tasks by undertaking standard purchasing, goods receipting and invoice intake in accordance with established procedures, identifying and escalating variances beyond standard practice (Do).
- Coordinate travel bookings, itineraries and related documentation in line with established procedures, ensuring accuracy, compliance and timely support; apply understanding of stakeholder needs (Know), deliver reliable and accountable service (Do), and communicate openly and professionally throughout the process (Be).
- Provide general office support and maintain consumables, support the efficient functioning of the School's office environment by monitoring and replenishing kitchen and tea-point supplies, maintaining tidy and organised shared spaces, and reporting facilities issues as required. Demonstrate a proactive, service-oriented approach (Do), anticipate stakeholder needs (Know), and contribute to a welcoming and inclusive workplace (Be).
- Support core research administration by updating research records and master spreadsheets, supporting PRS examination activities, and supporting routine compliance or reporting requirements. Deliver accurate, timely support (Do), understand researcher needs and priorities (Know), and communicate professionally and inclusively (Be).

## **Key Selection Criteria**

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### **Essential:**

- Demonstrated experience providing dependable administrative and operational support across routine, well-defined tasks, with strong organisational skills, attention to detail and the ability to manage competing priorities. (Do)
- Strong communication and interpersonal skills with the ability to communicate clearly, build positive working relationships, and engage authentically and inclusively with colleagues, students and stakeholders. (Be)
- Understanding of stakeholder needs and operational environments, displaying an awareness of the work context, stakeholder expectations, and organisational priorities, with the ability to apply established procedures accurately and consistently. (Know)
- Demonstrated ability to follow established administrative, financial and operational processes, applying University and other relevant policies and procedures accurately. Able to recognise issues outside standard practice and escalate appropriately, ensuring consistent and compliant outcomes (Do).

- Competence in using office systems, data entry tools, finance/procurement platforms, shared drives and content management systems, with a commitment to maintaining data accuracy. (Know)
- Demonstrated ability to produce clear, accurate and well-structured written materials tailored to different audiences, with strong attention to detail and inclusive communication (Be). Able to draw on understanding of processes and stakeholder needs to prepare effective documents and consistently deliver high-quality outputs within required timeframes (Know/Do).
- Demonstrated alignment with RMIT's values and the Be–Know–Do leadership expectations, contributing to team effectiveness, supporting colleagues, and fostering a positive and collaborative environment regardless of formal leadership responsibility. (Be–Know–Do)

## **Qualifications**

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A degree in a relevant field (e.g. business administration, management or communications), an associate diploma plus experience, or an equivalent combination of relevant education and/or experience.

## **Working with Children Check**

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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.