RMIT UNIVERSITY

Position Description – Program Administrator, Operations

Position Details

Position Title: Program Administrator, Operations

College/Portfolio: Operations   **School/Group:** Information Technology Services (ITS)

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

Classification: HEW 6.0   **Time Fraction:** 1.0

Employment Type: Fixed Term

Fixed Term Reason: Specific Task or Project

Reporting Line: This position reports to Portfolio Manager, Operations.

No. of Direct reports: N/A

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 people 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 Operations Portfolio enables integrated, enterprise-wide delivery for best practice student and staff experience.
The Portfolio incorporates the following business units: Legal Services, Enabling Services Reform, Enterprise Projects and Business Performance, Data and Analytics, Finance, Procurement, Information and Technology Services, Health Safety and Risk, Property Services and the Office of the Chief Operating Officer.
The Portfolio houses key delivery functions for the staff and student journeys and enables overall experience for both groups. It is integral in bringing the RMIT strategy to life across the globe. Each of these functions supports the University's global operations directly and through its controlled entities.

Information and Technology Services provide RMIT with current and emerging technology systems and services. Our vision of unleashing technologies to enable great experiences for RMIT communities drives a proactive and leading-edge technology ecosystem that supports the University's commitment to lifelong learning.

Position Summary

The Program Administrator provides administrative and operational support to the Operations Portfolio. The role supports Program Managers, Project Managers and assist Program Coordinators to ensure smooth execution of governance, financial, logistical and documentation activities. The Program Administrator is appointed for a fixed term period to support a defined body of work associated with the delivery of approved programs within the Operations Portfolio. The role provides administrative and coordination support for portfolio governance activities, program and project forums, resource onboarding

and offboarding, and financial administration including purchase order and invoice processing. The role supports delivery activities across Currency, Capability, Cybersecurity and Digital Research Infrastructure programs for the duration of the approved portfolio delivery period and works closely with the Program Coordinator to support governance and delivery assurance activities.

The role also assists the Program Coordinator with governance tasks where required.

Key Accountabilities

- Provide secretariat support for portfolio, program and project governance forums, including scheduling meetings, preparing agendas, drafting minutes and tracking action items.
- Maintain and manage program and project documentation, repositories and version control to ensure accurate and organised record keeping.
- Support procurement and purchasing processes, including raising purchase orders, tracking purchase order status and liaising with procurement or finance teams as required.
- Process vendor invoices and payment requests, track invoice progress and coordinate with finance to resolve issues.
- Support onboarding and offboarding of team members, including equipment coordination, access provisioning, induction logistics and record setup.
- Manage scheduling, room bookings, logistics and other arrangements for implementation or project activities.
- Assist program and project teams with resource tracking, timesheets, vendor timesheets, contractor administration and contract documentation.
- Update and maintain basic financial and resource trackers under guidance, including expenditure logs, budget trackers and vendor payment schedules.
- Support the Program Coordinator with governance support tasks such as preparing data for reviews, maintaining RAID logs, updating project trackers and supporting the preparation of governance artefacts.
- Facilitate communication between project staff, vendors, stakeholders and support teams to ensure administrative needs are met.
- Provide general administrative support to the Operations Portfolio, including record archiving, correspondence tracking and other office support activities.

Key Selection Criteria

Technical and Professional
- At least 1 to 2 years of experience in Project/Program administrative support, coordination or support roles.
- Strong organisational skills with the ability to manage multiple tasks, prioritise work, meet deadlines and maintain accuracy.
- Good written and verbal communication skills.
- Proficiency in Microsoft Office.
- Ability to handle financial documentation, invoices, purchase orders and vendor-related processes.
- Ability to follow procedures, maintain records and support compliance with PMO standards.
- **Strong** understanding of project management frameworks such as PRINCE2, PMBOK or equivalent, or the ability to rapidly acquire this knowledge.
- Experience with delivery tools such as Jira, Confluence or Smartsheet is desirable.

Behavioural
- Ability to work collaboratively, maintain confidentiality and support a governance-focused environment.
- Willingness to learn and build capability in governance, PMO processes and project management best practice.
- Demonstrated interest in progressing toward Program Coordinator or Project Coordinator roles.
- Ability to engage constructively with stakeholders, vendors and support teams.

Sector and Context
- Understanding of higher education operating environments is desirable.
- Experience contributing to continuous improvement or process uplift initiatives is advantageous.

- Experience supporting stage gate or assurance reviews is desirable, but not essential for initial appointment.

Qualifications

- Relevant tertiary qualification and administrative qualification.
- Any certification or experience in project management & support, office administration or finance support.

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.