



Position Description – Program Coordinator

Position Details

Position Title: Program Coordinator, 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 7.0 **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 across 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 Coordinator supports the effective delivery of the Identity and Access Management (IDAM) Program for a defined, time-bound delivery period. The role ensures governance compliance, accurate reporting and delivery assurance aligned to the approved IDAM program scope, milestones and funding period. Responsibilities include supporting IDAM program governance forums, reporting and financial review activities, risk and issue hygiene and operational coordination.

A core requirement of the role is understanding and applying the RMIT Project Execution Framework governance processes. The incumbent will review IDAM program delivery artefacts, confirm adherence to required standards and advise Project Managers on required corrective actions. The role contributes to delivery assurance and program close-out by identifying gaps, inefficiencies and improvement opportunities within the approved program scope.

Key Accountabilities

- Review project and program data, provide clear analysis and present insights against agreed metrics for Portfolio Managers, Program Managers and governance groups.
- Support the development and consistent application of portfolio processes that govern cost, quality and schedule, enabling early identification of variances.
- Work with program teams to maintain accurate schedules, ensuring baselines, status and forecasts remain current.
- Maintain dependency views and support teams to meet agreed plans.
- Maintain governance tools including resource planning registers, financial trackers and portfolio controls.
- Support Portfolio Ways of Working with a continuous improvement mindset.
- Support program cadence and ensure compliance with governance practices and reporting cycles.
- Analyse financial information and maintain tools used for forecasting, accruals, budgets and financial reporting.
- Draft or update PMO templates, standards and processes where improvement is required.
- Review Projects to confirm compliance with RMIT standards, budgets and delivery timelines and advise on corrective actions.
- Provide secretariat support for governance forums including preparation of papers, minutes and action tracking.
- Support onboarding and offboarding processes to ensure timely access, equipment and induction activities.
- Coordinate scheduling, room bookings and logistics related to delivery and implementation work.
- Manage vendor invoicing processes including tracking, receipting and liaison with Finance to resolve issues.
- Conduct delivery assurance reviews to identify risks, issues, root causes and areas requiring corrective action and escalate where appropriate.

Key Selection Criteria

- Minimum 2 to 3 years of experience as a project, program or portfolio coordinator in a technology delivery environment.
- Strong attention to detail with proven capability to manage time, prioritise work and maintain accuracy under pressure.
- Strong proficiency in Microsoft Office and familiarity with delivery or PMO tools.
- Demonstrated commitment to collaboration, inclusion and constructive communication.
- Ability to work with integrity, maintain confidentiality and build effective working relationships.
- Ability to work independently, meet deadlines and adapt to changing priorities.
- Strong written and verbal communication skills with the ability to prepare high quality documentation and reports.
- Demonstrated ability to interpret governance requirements and support compliance across multiple programs.

Essential:

- Experience supporting governance, reporting and delivery processes within a technology or PMO environment.
- Experience supporting financial tracking, forecasting or procurement processes.
- Experience maintaining RAID logs, schedules or delivery artefacts.
- Ability to support multiple stakeholders and manage competing priorities.
- Strong organisational and coordination skills.

Desirable:

- Experience working within PRINCE2, PMBOK or equivalent delivery frameworks.

- Experience with tools such as Jira, Confluence, Smartsheet or similar.
- Understanding of higher education operating environments.
- Experience contributing to continuous improvement or process uplift initiatives.
- Experience supporting stage gate or assurance reviews.

Qualifications

- Relevant tertiary qualifications and experience in project, program or PMO coordination, or an equivalent combination of experience and education.
- Certification in PMBOK (CAPM, PMP) or PRINCE2 desirable.

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.