



Position Description – Prospective Student Officer

Position Details

Position Title: Prospective Student Officer

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 5

Time Fraction: 1 FTE

Employment Type: Continuing

Fixed Term Reason: Choose an item.

Reporting Line: Senior Prospective Student Coordinator

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.



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.

Experience Group

The Experience function's vision is to bring RMIT's 2025 strategy to life by putting the student and all of RMIT's audiences at the heart of everything that we do. The function is responsible for Global Marketing and our Brand, Digital and CX, Student Recruitment and Admissions, Market Intelligence and Propositions (product and pricing strategy), Alumni and Engagement. The 300+ Experience team who are based across Australia, Vietnam, India and several other hubs, strive to deliver amazing experiences for all our audiences through contemporary ways of working.

Position Summary

As the Prospective Student Officer you will often be the first point of contact for prospective students and play a critical role in representing RMIT in an appropriate manner and encouraging prospective students to take advantage of what RMIT has to offer.

As a member of the Study@RMIT Team, you will participate in both inbound and outbound interactions with future domestic and international students, engaging in needs-based conversation to help them bring their vision for the future to life.

You will be a subject matter expert on everything RMIT, proactively promoting tailor-made solutions and the benefits of studying at RMIT. You will be required to manage a number of contact channels including Phone, Email, Live Chat, Social, Face to Face and any new and emerging channels, meeting and

exceeding competitive student recruitment sales targets whilst ensuring accurate and careful maintenance of a CRM database.

Key Accountabilities

- To provide a professional public face and act as first point of contact for prospective students by providing best in class customer service to all inbound telephone, email, webchat and face to face enquiries, whilst promoting RMIT programs in a way that showcases the RMIT proposition to prospective students.
- Ensure detailed and quality lead capture through conversations with prospective students in order to maintain an effective sales pipeline for upcoming and future intakes.
- Lead, where applicable, new Study@RMIT initiatives and projects gear towards generating future enrolments to the university.
- Assist and contribute when required across activities within the greater university community to support the broader team in reaching recruitment targets, this can include answering student enquires, large and small events (open day, agent week etc.) and general support across the recruitment and admission teams.

Key Selection Criteria

1. Demonstrated experience in being a pro-active team member whilst successfully responding to client needs measured through lead generation, conversion to application, and positive customer feedback.
2. Proven experience in an acquisition/sales/recruitment environment.
3. Exhibit high level written and verbal communication skills and comprehension skills, and confidently interact with clients from a diverse range of backgrounds.
4. Demonstrate ability to manage difficult client expectations with successful outcomes.
5. Experience with CRM for capturing lead and case data based on conversation with prospective students.
6. Ability to use multiple systems simultaneously and work well under pressure whilst meeting KPI's.
7. Ability to interpret complex information and effectively and efficiently converse with individuals at all levels while dealing with customers from diverse backgrounds.
8. Comfortable to work in a call centre environment and adhering to a roster.

Qualifications

A relevant qualification and relevant experience, or an equivalent experience.

Additional Information

Flexibility to work on one or two weekends in a year may be required

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.