



Position Description – Senior Coordinator, Integrity and Appeals

Position Details

Position Title: Senior Coordinator, Integrity and Appeals

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

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

Classification: HEW 8 **Time Fraction:** Full-time

Employment Type: Continuing

Fixed Term Reason: Choose an item.

Reporting Line: Associate Director, Student and Program Lifecycle

No. of Direct reports: 2

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

The College of Design and Social Context encompasses RMIT University's renowned art, architecture, design, built environment, communication, and social science disciplines. The College has 24,500 students and over 1,000 staff located in 9 schools.

The College's academic programs are generally market leaders and in high demand. Based on a strong foundation of practice-led, industry partnered teaching and research, we aim to deliver skilled graduates with a deep sense of purpose, and high impact research and innovation.

For more information see www.rmit.edu.au/dsc

Position Summary

The Senior Coordinator, Integrity and Appeals is responsible for the effective management and administration of all activities and processes relating to integrity and appeals for courses and programs offered by the College of Design and Social Context in all modes and locations. This role manages the College Integrity and Appeals team, ensuring that all activities are completed and compliant with University policies, making effective use of relevant systems to deliver services in a professional and timely manner. The incumbent will work collaboratively and pro-actively with key stakeholders, including professional, academic and teaching staff, to achieve strategically aligned and sustainable outcomes. The position plays a key role in support of the service delivery improvements in line with the College's strategic directions, ensuring alignment with University directions, and leads cultural and work practice changes required to support operational objectives.

Key Accountabilities

- Manage the college Integrity and Appeals team as the key point of contact for conduct concerns raised by academic staff and provision of support to the Academic Leadership in uplift of conduct, integrity, and appeals processes.
- Provide expert advice and training to support academic and professional staff on college appeals, which may involve complex assessment and analysis of issues.
- Coordinate, lead, and maintain the end-to-end integrity and appeals processes and ensure adherence to operational requirements including service level agreements, reporting requirements and compliance.
- Serve as the designated representative of the college for integrity and appeals operations on relevant committees and working groups and contribute strategically by offering insights, recommendations, and analytical perspectives.
- Collate data and provide specialist advice on conduct and appeals matters related to course and program delivery, prepare regular reports and assist with the collation of information for various stakeholders including school and college executives as needed to inform changes and improvements.
- Use high-level consultancy and negotiation skills to secure the cooperation and engagement of key stakeholders and to gain suitable outcomes for DSC Integrity and Appeals in University forums.
- Actively build a culture of collaboration, focussed on quality and continuous improvement through streamlining processes, communication lines and support services including active participation in Community of Practice with other Coordinators to share good practice and ensure alignment of processes.

Key Selection Criteria

1. Proven knowledge and demonstrated experience in the coordination and delivery of local, global, and online academic services operations in the tertiary education sector.
2. Proven experience in leading and motivating direct reports and broader staff groups to deliver high performance outcomes.
3. Demonstrated ability to deliver high-quality customer service, applying understanding of stakeholder needs to improve experience.
4. Well-developed organisational and planning skills and the ability to analyse complex problems and synthesise information to develop solutions
5. Demonstrated knowledge and ability to interpret and apply policies, provide specialist advice, and work collaboratively with colleagues beyond the immediate work unit to achieve team and organisational objectives.
6. Demonstrated success developing and improving administrative systems and processes.
7. High level interpersonal and communication skills and the ability to build and maintain effective and productive relationships with a wide range of stakeholders at various levels of an organisation.
8. Demonstrated written and verbal communication skills, including report-writing, presentation skills and process mapping.
9. Knowledge of secondary and tertiary education systems (desirable)

Qualifications

Bachelor's degree (or equivalent) in a relevant discipline and/or extensive experience in a relevant administrative area.

Sound knowledge of relevant policies and procedures in the higher education sector is advantageous.

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.