



Position Description – Senior Executive Coordinator to the Vice-Chancellor and President

Position Details

Position Title:	Senior Executive Coordinator to the Vice-Chancellor and President		
College/Portfolio:	Office of the Vice Chancellor Portfolio		
School/Group:	Office of the Vice Chancellor		
Campus Location:	Primarily based at City campus, and the potential to work across other RMIT campuses as required.		
Classification:	HEW 8	Time Fraction:	1.0 FTE
Employment Type:	Continuing		
Reporting Line:	Chief of Staff to the Vice-Chancellor and President		
No. of Direct reports:	Nil		

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 Office of the Vice-Chancellor (OVC) Portfolio supports the Vice-Chancellor and President in all aspects of their work, and provides specialist strategic advice on, and has oversight of, enterprise governance, compliance, policy, regulatory, and student lifecycle functions, activities and services.

The OVC Portfolio comprises two groups: the Executive Office, and the University Secretariat and Academic Registrar's Group.

The Executive Office provides strategic, executive, and advisory support to the Vice-Chancellor, and facilitates their engagement with a diverse range of stakeholders including the university community, industry, external partners, as well as the executive and other stakeholders. The Executive Office sets and advises on the "rhythm of the business" to support the flow of ideas and actions across the University and oversees executive operations including provision of advice and secretariat support for the University Executive Committee. The Executive Office also supports the Vice-Chancellor's strategic work program to ensure longitudinal alignment with RMIT's Mission, Vision, Strategy, and Values.

The University Secretariat and Academic Registrar's Group (USARG) is responsible for a range of governance, compliance, regulatory, and student lifecycle activities from enrolment through to graduation. The USARG operating environment is highly complex in view of more than 99,000 student enrolments across the University in both vocational and higher education programs at campuses in Melbourne, Europe and Vietnam, as well as at several offshore locations in conjunction with educational and industry partners. The USARG has a staff establishment of around 145 EFT across Australia and Vietnam, and an operating budget in excess of \$20 million.

Core University services provided by the USARG include: Academic Governance and Systems: government reporting, systems operations, academic and admissions governance; invigilated assessment (accreditation compliance); Enrolment and Student Records: student financials governance, student records, enrolment compliance and records, student visa and identity compliance, and global student records; Completions and Graduations: program completions and graduation ceremonies; University Secretariat: Council Committees and controlled entities; Education Regulation, Compliance and Assurance: regulatory compliance and assurance; Office of the University Secretary and Academic Registrar: complex and high risk student matters, external review and stakeholder requests, privacy and freedom of information, compliance, central policy, and contract services.

<https://www.rmit.edu.au/about/governance-management/rmit-structure/ovc>

Position Summary

The Senior Executive Coordinator is responsible for providing a high level of support at senior executive level to the Vice Chancellor and President (VC) in the role as chief executive officer of the University.

This role is responsible for effective complex diary management, screening of calls and fielding inquiries as well as escalating urgent matters. The role involves complex international/domestic travel bookings, event coordination and other administrative duties. Attention to detail is imperative together with discretion, time management and organisational skills.

The position has considerable engagement with external agencies, government officials and staff in other education institutions, as well as broadly across the University. The role proactively provides support to facilitate the effective operation of the OVC through diligent planning and execution of a diverse range of duties. This includes leading key process improvement projects and conducting a strategic analysis of the VC's annual activity to provide data-driven insights into engagement trends and the distribution of effort across key institutional priorities.

This role reports to and works collaboratively with the Chief of Staff to provide counsel on competing priorities and coordinate executive initiatives within a complex environment.

Key Accountabilities

- Manage the VC's diary in keeping with the VC preferences and identified strategic priorities encompassing all arrangements associated with organising internal and external meetings, teleconferences and events, balancing diary commitments with VC responsibilities outside of work and the provision of diary advice.
- Ensure that conference and travel arrangements for the VC are managed efficiently and effectively, by flexibly organising travel itineraries, visa requirements, and conference registration as required.
- Represent the OVC and efficiently manage and support matters associated with day-to-day activities in a fast-paced environment. These include but are not limited to:
 - a. Balancing competing priorities,
 - b. Attending to or screening telephone calls,
 - c. Coordinating the timely response to all correspondence (emails, letters, invitations) for matters addressed to the VC,
 - d. Proactively supporting requests for meetings, including the preparation and tracking of material relating to appointments and meetings,
 - e. Proactively and accurately communicating VC feedback and preferences,
 - f. Protecting the confidentiality of sensitive information, and
 - g. Working with others in the Office and beyond to align activities.
- Build and maintain effective annual calendars to support strategic planning.
- Analyse the VCs annual time allocation by consolidating and categorising activity data into a structured framework and visual dashboard.
- Deliver data-driven insights into engagement trends, highlighting the distribution of effort across key institutional priorities to support strategic reflection.
- Lead strategic projects and initiatives in the RMIT Executive Assistant community to build capability, strengthen engagement, and drive consistency across the University, including mentoring, acting as a central liaison point, and promoting high standards of delivery.

- Drive project and process improvements by partnering with senior stakeholders, engaging across Portfolios and Colleges, and collaborating with stakeholders to enhance efficiency, strengthen governance, and manage risks, while developing systems and procedures to improve the accuracy, timeliness, and presentation of the Vice-Chancellor's work.
- Contribute to the implementation of policy reviews (i.e. institutional travel policy) by improving approval processes and workflows to strengthen governance, ensure compliance, and enhance efficiency.
- Apply policy knowledge and process analysis to optimise travel approval mechanisms, reducing compliance risk and supporting adherence among senior staff.
- Liaise with key individuals, students, external boards, committees and agencies, within and outside the University, ensuring effective information flow, coordination and collaboration and that associated events and engagements run smoothly.
- Maintain up to date knowledge pertaining to the University and Portfolio activities and current initiatives and where appropriate, bring any relevant issues to the attention of the VC or others, as required.
- Document management using the RMIT document management system.
- Implement processes and procedures as required ensuring the smooth running of the OVC.
- Any other administrative, operational, or strategic duties as required.

Key Selection Criteria

- Demonstrated experience in providing high-level administrative support to a senior executive or equivalent in a large and complex organisation with significant experience in diary and travel management.
- Exceptional organisational skills and attention to detail, delivering accurate, high-quality work within tight deadlines
- Ability to thrive in a fast-paced, dynamic environment, demonstrating resilience and adaptability to changing priorities
- Demonstrated highly developed interpersonal, verbal and written communication skills and the proven ability to liaise effectively and discreetly with a wide range of management, staff and external stakeholders.
- Proven capacity to prioritise tasks, be strategic, exercise discretionary judgment and solve problems independently in an environment of high volume of work and tight deadlines.
- Demonstrated experience in supporting innovation/continuous improvement.
- Proven ability to exercise sound judgment and diplomacy with an outcome focussed approach.
- Proven ability to maintain confidentiality and deal with sensitive and difficult matters in a diplomatic manner.
- Proven ability to engage confidentially with an Executive Leadership Team and external parties and organisations, with discretion and tact.
- Proven ability to work effectively as a member of a team.
- Proven capacity to proactively plan for future activities and support strategic needs.
- Demonstrated high level of computer literacy and experience with digital enablement initiatives, including intermediate to advance proficient in Microsoft suite (Words, PowerPoint, and Excel), adept use of communication platforms such as Outlook and Teams, and experience with document management systems including SharePoint or similar technologies. A knowledge and understanding of the tertiary education sector are highly desirable.

Qualifications

A tertiary qualification is highly desirable. Applicants without formal tertiary qualifications must have an appropriate level of professional expertise gained through experience support senior executive/s in a large complex organisation.

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.