

Position Description – Senior Officer, Selection and Admissions

Position Details

Position Title:	Senior Officer, Selection and Admissions
Position Number:	TBC
College/Portfolio:	College of Design and Social Context
School/Group:	College of Design and Social Context
Campus Location:	Based at the City campus but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 6
Employment Type:	Fixed Term
Time Fraction:	0.6

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. 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 three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>

College of Design and Social Context

RMIT's College of Design & Social Context brings together creative and practical study in the fields of design, technology and society.

Comprised of nine schools, the College encompasses a wide variety of disciplines of the built environment, education, media & communication, global & social studies and across all fields of art and design. It is this breadth of expertise and the shared commitment to addressing the most urgent challenges and opportunities of our time through interdisciplinary collaboration that gives the College its unique identity.

Our work makes substantive contributions to sustainability and regenerative futures, global and social justice agendas and exploring the nexus of technology and the human experience.

We seek to deepen our understanding and offer possible paths forward for society by addressing these issues with imagination, rigour, and practicality. We do this through excellence in education and research that is future-focused, industry-connected and community engaged.

With over 21,000 students in Australia and Vietnam – from undergraduate students to PhD candidates – learning and researching with a team of over 1000 academics, we are dedicated to fostering an environment that advances knowledge and transforms professional practice.

Through our highly respected research centres, groups and international partnerships, the College is having an impact globally with agenda-setting research that informs government policy, supports industry innovation and advances creative practice.

The College has a significant presence in Asia and Europe through higher education programs and active research projects. This includes programs at RMIT's Vietnam campus and with partner organisations in Singapore and Hong Kong, and research activity at RMIT Europe, the University's innovation hub in Barcelona.

The College is recognised globally for its standing across numerous fields with Art and Design maintaining its number one spot in Australia and the Asia-Pacific, and 19th globally, in the 2023 QS World Rankings by Subject. Architecture and the Built Environment ranks second in Australia and 25th globally while Communications and Media Studies is ranked fourth in Australia and in the top 50 globally.

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

Position Summary

The Senior Officer, Selection and Admissions, is responsible for assessing applications for admission to DSC coursework programs for VTAC and direct applicants, including applicants for RMIT Online, as well as undertaking assessment of applications for offshore partners and coordinating the assessment of credit requests for international applicants. The Senior Officer, Selection and Admissions ensures approved selection methodology is applied, in accordance with the University Admissions and Credit policy and program entry requirements.

The Senior Officer, Selection and Admissions provides customer service to DSC applicants and prospective students, handing enquiries via multiple channels, meeting agreed service levels. The position is responsible for providing accurate advice to prospective students, applicants, and staff regarding admissions processes, using initiative to resolve issues as well as liaising with other teams where necessary. The Senior Officer, Admissions assists in improving the efficiency and integrity of the selection process, contributes to the effective operation of the team, and participates in continuous improvement and development initiatives.

Reporting Line

Reports to: Senior Coordinator, Selection

Direct reports: Nil.

Organisational Accountabilities

RMIT University is committed to the health, safety, and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Assess and finalise outcomes of online applications for direct and VTAC applicants using RMIT's direct admissions systems and the VTAC system.
- Ensure selection decisions and outcomes are issued in accordance with the University Admissions policy and the program entry requirements using agreed selection methodology.
- Ensure that equity consideration is applied where applicable.
- Provide alternative offers or pathways where appropriate.
- Liaise with, and build effective relationships, with offshore partners and DSC Schools to assess offshore applications.
- Provide customer service to applicants and prospective students, responding to phone and email enquiries.
- Provide admissions advice to staff and students (current and prospective) in a professional and effective manner.
- Process applications including international credit requests efficiently to ensure a rapid turnaround from application to offer.
- Contribute to effective operation of the team and guide and support new members of the team with admissions practices and policy advice.
- Lead and participate in continuous improvement and development initiatives.
- Assist the Coordinator in intake preparation activities, and in the maintenance of admissions standards.
- Assist other teams across the portfolio and College as required within the scope of this classification.

Key Selection Criteria

1. Demonstrated expertise and experience with university selection and admission processes, including a sound knowledge of relevant policies and procedures.
2. Proven analytical and problem-solving skills with a demonstrated ability to investigate and make informed decisions regarding complex issues.
3. Demonstrated experience in the provision of high-quality customer service.
4. Demonstrated skills in managing time, setting priorities, planning, and organising workload.
5. Well-developed interpersonal skills, written and verbal communication skills, including ability to tailor communication styles to diverse audiences.

Qualifications

A degree and/or equivalent relevant experience. A valid Working with Children Check is mandatory.

Endorsed:	Signature: Name: Shae Remilton Title: Deputy General Manager Date: 14 March 2024	Approved:	Signature: Name: Judy McGannon Title: General Manager, College Operations Date:
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