



Position Description – Senior Officer, Student Lifecycle

Position Details

Position Title: Senior Officer, Student Lifecycle

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 6 **Time Fraction:** 1.0 FTE

Employment Type: Continuing

Fixed Term Reason: Choose an item.

Reporting Line: Manager, Student Lifecycle

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 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 Officer, Student Lifecycle is responsible for providing high quality effective administration, advice and support related to student lifecycle activities and processes across all College of Design and Social Context programs, levels of qualification, modes, and locations. The Senior Officer will work collaboratively and pro-actively with key stakeholders, including professional, academic and teaching staff, to achieve outcomes. The Senior Officer will contribute to the execution of college-based projects that support the college to meet its strategic and operational plans

Key Accountabilities

- Provide quality administrative support to the full range of student lifecycle activities, including the development and maintenance of quality systems that ensure compliance with relevant University policies and procedures.
- Actively participate in continuous improvement processes, identifying opportunities for improvement, providing feedback to relevant areas and contributing to the streamlining of processes, communication and support services.
- Undertake a broad range of general administrative duties to support college and school staff.
- Work collaboratively as an effective and flexible member of the Student Lifecycle team.
- Maintain effective working relationships with all relevant stakeholders; use effective and appropriate communication in dealing with internal and external contacts.
- Undertake other duties as required from time to time.

Key Selection Criteria

1. Demonstrated experience and expertise in the provision of high-quality administration services, 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 skills in managing time, setting priorities, planning and organising workloads.
4. Well-developed interpersonal skills, written and verbal communication skills, including ability to tailor communication styles to diverse audiences.
5. Demonstrated high level of computer literacy, including spread sheets

Qualifications

Tertiary qualification in a relevant discipline and/or 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.