



Position Description – Senior Operations Performance Coordinator

Position Details

Position Title: Senior Operations Performance Coordinator

College/Portfolio: Engagement Portfolio

Functional Team: Global Sales and Conversion

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

Classification: HEW 7

Time Fraction: 1.0

Employment Type: Continuing

Reporting Line: Prospective Student Performance Manager

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.



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 Engagement 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+ Engagement 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

The Senior Operations Performance Coordinator is responsible for providing high-quality analytical, reporting and insights support to Global Sales & Conversion team and wider Future Students stakeholders. The role contributes to the maintenance and continuous improvement of reporting standards and delivers data-driven analysis and recommendations to support strategic and operational decision-making across a range of priority audiences.

The position provides responsive operational reporting to support operations within the Global Student Recruitment team, including the delivery of critical statistics within required timeframes. The role is responsible for engaging with key stakeholders to gather business requirements, identifying recurring reporting needs and trends, and translating these into improved and sustainable reporting solutions.

The Data Analyst contributes to the enhancement of data governance, quality assurance and documentation practices, and supports the development of staff capability in accessing and interpreting data to enable self-service reporting where appropriate. The role also undertakes more complex analytical work, including end-to-end attribution and return on investment reporting, using data drawn from multiple source systems such as advertising platforms, customer relationship management systems, and multi-channel communications platforms.

In addition, the position is responsible for supporting the definition, monitoring and consistent application of key performance measures across multiple teams, ensuring alignment with organisational priorities and reporting requirements.

Key Accountabilities

- Proactively liaise with key business stakeholders to develop, monitor and enforce targets and performance-based metrics.
- Influence and act as a representative of the business users to ensure enterprise systems and processes are technically designed optimally for student recruitment operations
- Analyse complex datasets to drive productive performance-based trends, insights, risks and opportunities.
- Present findings to technical and non-technical audiences in a clear concise method.
- Support and enhancing data governance, data quality and documentation practices.
- Support more complex and advanced reporting such as attribution of student recruitment initiatives which are driving outcomes and achieving targets.
- Introduce advanced forecasting and statistical modelling to manage student recruitment efforts while optimising the student journey.
- Identify and address staff pain-points usually involving optimising back-end processes and workflows to achieve targets.

Key Selection Criteria

Essential:

- A high-performing proactive team member who is adaptable to a fast-paced and ever-changing environment
- Experience coding in Python, SQL, R, Matlab, Scala or similar
- Experience in developing visualisations using tools such as PowerBI, Tableau, Google Looker Studio or similar
- Proven ability to develop deep relationships with key digital and business stakeholders while connecting and working across large number of teams and departments at the university
- Well-developed interpersonal skills and negotiation skills within complex organisational environment

Desirable:

- Experience working with databases such as Snowflake, Databricks, SQL Server, Oracle or similar
- Experience in utilising dbt frameworks or similar
- Experience in implementing and utilising Martech platforms

Qualifications

Completion of, or progress towards, a postgraduate qualification in a related field or equivalent experience.

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.