



Position Description – Senior Analyst, Service Transformation

Position Details

Position Title:	Senior Analyst, Service Transformation
Position Number:	
College/Portfolio:	Operations Portfolio
School/Group:	Enabling Services Reform
Campus Location:	Based at the City campus but may be required to work and/or be based at other campuses of the University.
Classification:	TBC
Employment Type:	Fixed term (until end of 2026)
Time Fraction:	1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. 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.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

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.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

Operations Portfolio

The Operations Portfolio enables an integrated, enterprise-wide delivery for best practice student and staff experiences. The Portfolio incorporates the following business units: Enterprise Projects and Business Performance (EPBP), Communications, Experience, Human Resources, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Property Services Group (PSG).

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

Enabling Services Reform (ESR) supports the effective and efficient execution of RMIT's strategy through Strategy to Execution. Facilitating the creation, governance and delivery of RMIT's strategy roadmaps through our Annual Operating Plan; and Service Connect – Embedding and continuous improvement across our Service Connect platforms, including Workday and Service Now.

Position Summary

The Senior Analyst, Service Transformation is responsible for leading business process improvement activities within Enabling Services Reform team of the Operations Portfolio. The role sits within a team delivering a series of enterprise transformation initiatives. This role focuses on process design, business process improvement, service optimisation and continuous improvement to drive efficiency and transformation of the student and staff experience. The initial focus of this role will be on the Timetabling Transformation Project.

Focus areas include:

1. **Benefits Analysis and Pain Point Resolution:** Address and resolve pain points to enhance both staff and student experiences through strategic benefits analysis.
2. **Best Practice Identification and Process Optimisation:** Identify and implement best practices to simplify and streamline processes and improve efficiency, leveraging technology effectively.
3. **Governance Alignment and Continuous Improvement:** Ensure alignment with governance principles and implement continuous improvement methodologies to maintain high service standards.
4. **Reimagining State of End-to-End Processes with Innovation and Automation:** Transform service delivery by reimagining end-to-end processes through innovative solutions and automation to improve student and staff satisfaction.

This role is pivotal in driving transformational change within the ESR team, ensuring that student and staff experience is at the heart of all we do.

Reporting Line

Reports to: Associate Director, Engagement

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

- Lead end-to-end process mapping and design from the current state to the desired state, identifying opportunities for improvement through market research and best practice recommendations.
- Manage the detailed documentation and analysis of pain points and benefits, making informed recommendations for business process improvements.
- Design and develop metrics to measure improvements, gather data, and propose strategies for streamlining processes.
- Design proposal documents for governance forums to ensure alignment with the College's operational and strategic goals.
- Work collaboratively with project, business teams, and key stakeholders across the University to enhance transparency, accountability, and successful project delivery.
- Lead the gathering of best practice insights from peer institutions to and design solutions to enhance processes and deliver improvements to Student and Staff experience.
- Focus on benefits measurement and realisation, ensuring implemented improvements align with strategic objectives and demonstrate clear value.
- Develop high quality Executive summaries and proposals to facilitate effective sponsorship decision making.
- Undertake other tasks as required to support University objectives.

Key Selection Criteria

1. Demonstrated experience in process analysis, business process improvement and problem-solving skills that align with strategic goals.
2. Experience in identifying and implementing opportunities to enhance service delivery and streamline processes. Knowledge of best practices in service optimisation and process improvement. Ability to use a variety of tools to ensure an end-to-end technology supported process and visualisation of outcomes.
3. Experience in the university sector, preferably timetabling, with an understanding of dual-sector universities.
4. Demonstrated ability to research, analyse and interpret a wide range of information and data, leading to relevant and strategic analyses of key issues and rational decision-making.
5. Proven outstanding written and verbal communication skills, including experience in developing professional communication material and delivering effective presentations. Experience with drafting reports, business cases, PowerPoint presentations and visually accessible data analysis.
6. Highly developed interpersonal, relationship management and consulting skills, including the ability to interact with, and gain co-operation from, internal and external stakeholders at various levels and utilising a variety of communication approaches.

Qualifications

Relevant tertiary qualifications and/or proven extensive experience.

Note: Appointment to this position is subject to passing a mandatory Working with Children check.

Endorsed:	Name: Caitlin Crowley Title: Associate Director, Engagement Date: 19/08/2025	Approved:	Name: Dr John Pillay Title: Executive Director, Enabling Services Reform Date: 29/08/2025
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