



Position Description – Service Delivery Support Officer

Position Details

Position Title: Service Delivery Support Officer

College/Portfolio: Education **School/Group:** Students Group

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

Classification: HEW 5 **Time Fraction:** 1.0

Employment Type: Continuing

Reporting Line: Coordinator Service Delivery Support

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 Students group shapes, designs and delivers key student services and experiences to prepare RMIT students for study, life and the global workforce.

We work in partnership with students, academics, professional staff, industry and the community to deliver transformative student experiences that improve access, participation, retention and success for all RMIT students.

Our objectives are to:

- Shape, co-create and inform an inclusive, safe, industry-engaged and global student experience
- Deliver impactful, connected service, care and development opportunities at scale, and to
- Engage, empower and value each other so that together we can make a difference.

We welcome a diversity of perspectives and are inclusive in our approach to work. We are aligned in our passion for having a collective and positive impact on the student experience at RMIT. Our team is comprised of talented and motivated people from a range of professional disciplines and backgrounds, at various stages of their careers and including RMIT students.

We are a values-led organisation and we value imagination, agility, passion, inclusion, courage and impact.

The Group is led by the Executive Director Students.

Position Summary

The Service Delivery Support Officer provides high-quality reception and administrative support to well-being and student success services, including but not limited to Equitable Learning Services, Career Connect and the Counselling & Psychological Services.

The role is responsible for the effective administration of student-facing services in a high-volume, and sometimes complex, environment. As a key first point of contact, you will manage check-ins, incoming phone calls and enquiries, triage service requests, and make sound judgements regarding appropriate referral pathways and next steps, in line with established procedures. The position encompasses the coordination of student appointments, including rescheduling and appointment release, room management, workshop and event coordination, and other day administration as required to ensure the smooth delivery of services.

The position requires strong administrative capability, attention to detail and the ability to confidently manage competing priorities while remaining professional, calm and responsive. Employing a practical and student-focused approach to service delivery, role models are efficient, empathic, and effective support for students.

By contributing to efficient operations and identifying opportunities for continuous improvement, the Service Delivery Support Officer plays an important role in supporting the delivery of accessible, timely and student-centered wellbeing services.

Key Accountabilities

- Provide exceptional service experience through professional, courteous, and responsive reception support for RMIT Wellbeing and Student Services.
- Undertake reception operations, including student check-ins, appointment bookings, rescheduling, appointment release, and maintaining accurate and timely records across relevant systems.
- Confidently assess and triage high volumes of enquiries in person, digitally, and by phone with empathy, accuracy, and with respect to urgency in a fast-paced wellbeing services environment.
- Provide effective and efficient administrative support, including data entry, record-keeping, reporting support, and coordination of logistical requirements such as room bookings and workshop set-up as required to support service delivery.
- Maintain reception and waiting areas to a high standard, coordinating with Property Services and Health, Safety & Wellbeing to ensure a safe and welcoming environment in accordance with OH&S and organisational requirements
- Liaise with internal stakeholders, including wellbeing and professional services teams, to support smooth service operations and timely outcomes.
- Identify, contribute to and help shape continuous improvement opportunities, applying a proactive and practical approach to improving administrative processes, service coordination, and ways of working.
- Other duties consistent with the position level and focus of the group, as required.

Key Selection Criteria

- Passion and motivation to deliver high-quality administrative support and customer service.
- A high level of emotional intelligence, with proven ability to build and maintain effective working relationships who as a flexible and adaptive team member, is committed to achieving team goals.
- The ability to learn quickly, relish problem-solving, be adaptable and accurately use and apply, new systems and procedures.
- Experience in providing high-level administrative support in a large and/or complex organisation, working with accuracy and attention to detail.
- Resilience and the ability to work effectively under pressure, managing tasks and competing priorities in a busy environment.
- Adapts easily to shifting tasks, service channels, and locations as demand requires.

Qualifications

A tertiary qualification in a relevant discipline and/or relevant professional experience at a similar level.

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.