



Position Description - Student Lifecycle Officer

Position Details

Position Title: Student Lifecycle Officer

College/Portfolio: Design and Social Context **School/Group:** Education

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

Classification: HEW 5

Time Fraction: 1.0 FTE

Employment Type: Continuing

Reporting Line: Academic Services Coordinator

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 School of Education is one school within the College of Design and Social Context and offers undergraduate and postgraduate studies in education, pre-service teacher education, early childhood education, educational research, professional learning and short courses.

The School is committed to teaching, research and engagement that improves the quality of education, work and life for people and systems in formal and informal settings. Collaborating with a variety of partners, we strive to cocreate teaching, learning and professional development experiences that are engaging, industry responsive and evidence-informed. The school's research is innovative, with academic staff and HDR students employing a variety of traditional and cutting-edge methods and theories that contribute to our understanding of education in domestic and international education settings. We examine important educational issues, and work to contribute new insights that will advance equity, excellence and efficiency that benefits individuals and educational organisations in the spirit of reconciliation.

Position Summary

The Student Lifecycle Officer will support the effective day-to-day operations of student and academic administration across all programs and campus offerings. The incumbent will work across the full range of student lifecycle academic administration activities associated with the student lifecycle including, admission, credit assessment, enrolment, assessment, timetabling, academic progress and completions. The incumbent will be responsible for providing timely and accurate information, advice and service to students and other clients of the School of Education with an emphasis on excellence in service culture.

Key Accountabilities

- Assist with delivery of the full range of student and academic administration across all programs, modes and locates in all facets of the student lifecycle.
- Support academic administration activities across the student lifecycle: including credit assessment, enrolment, assessment, timetabling, academic progress, and completions, ensuring alignment with academic integrity policies and frameworks. This includes maintaining consistent, accurate, and timely processes; supporting integrity related governance and decision-making; and promoting fair, transparent outcomes.
- Support relevant program-based activities including timetabling, enrolment and re-enrolment, Open and Orientation days, completions and graduation ceremonies, administrative planning and review activities.
- Provide specialist advice and assistance to students, academic and professional staff in relation to academic and student administrative policy and procedure. This will include assisting with enquiries, error resolution, special consideration, leave of absence, academic progress, exemptions, course and class guides and other tasks as required.
- Co-ordinate and ensure the efficient and effective provision of administrative support for Program Assessment Board, Student-Staff Consultative Committee and any other committees related to the programs.
- Manage and redirect, as appropriate, enquiries from current students, prospective students and the public.
- Proactively identify how systems can be improved and ensure that School systems align with the University and College requirements.
- Participate in the development of team skills building including team knowledge, technical skills and processes and contribute to the mentoring and training of team members.
- Be accountable for your own actions and workload to positively influence the team culture and consistently demonstrate RMIT's values.
- Other duties as directed within the scope of this classification.

Key Selection Criteria

1. Demonstrated experience in delivering administrative services in an educational and/or complex service culture environment with a client focused approach.
2. Demonstrated ability to work effectively, flexibly, proactively and collaboratively with colleagues within and beyond the immediate work unit, with a positive and respectful attitude, contributing to the achievement of team goals.
3. Demonstrated commitment to quality and continuous improvement, and proven ability to interpret and apply policies, procedures, and systems consistently, provide advice and drive creative solutions.
4. Proven ability to work independently and meet deadlines in a demanding environment with excellent attention to detail and a commitment to quality assurance.
5. Demonstrated organisational, interpersonal, oral and written communication skills and proven ability to liaise effectively and professionally with a wide range of management, staff and external parties on complex, sensitive and confidential issues with empathy and respect.
6. Demonstrated ability to communicate effectively and respectfully with clients and customers and commitment to delivering excellent customer service.
7. Demonstrated high-level computer skills using Word, Excel, databases, Internet and email with accuracy and attention to detail.

Qualifications

Relevant experience. A valid Working with Children Check is mandatory.

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.