Position Description – Student Lifecycle Manager

Position Details

Position Title:	Student Lifecycle Manager
College/Portfolio:	STEM Student Lifecycle Group
School/Group:	STEM College Office
Campus Location:	Based at the city campus, however, may be required to work and/or be based at other campuses of the University.
Classification:	HEW 9
Employment Type:	Fixed term until 10 November 2026 (Secondment Backfill)
Time Fraction:	1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. 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. 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 three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also 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

STEM College

The STEM College holds a leading position and expertise in the science, technology, engineering, mathematics, and health (STEM) fields. We are uniquely positioned to influence and partner with industry, as never before.
STEM College is a community of exceptional STEM researchers, teachers, inventors, designers and gamechangers, supported by talented professional staff. We offer higher education programs across all STEM disciplines at the Bachelor, Master and PhD levels, and ensure our students experience an education that is work-aligned and life-changing.
The College is renowned for its exemplary research in many STEM areas including advanced manufacturing and design; computing technologies; health innovation and translational medicine; nano materials and devices; and sustainable systems. Our brilliant researchers attract funding from government and industry sources.

Industry is at the heart of what we do. It ensures our research has real world impact, and our students are truly workready. Under the leadership of DVC STEM College, we have established new hubs of industry-connected digital innovation and endeavour and are engaging with global STEM organisations at scale.

Our diversity and shared values empower our work, and we are proud of the College's inclusive, caring culture. We offer a safe, dynamic work environment, and support every member of our community of achieve their potential.

STEM College employs 1,000 staff who deliver onshore and offshore programs to approximately 20,000 students.

We are here to positively impact the world and create the next generation of STEM leaders.
www.rmit.edu.au/seh

STEM College Operations - Student Lifecycle

The STEM College Student Lifecycle team supports over 20,000 students across the City and Bundoora campuses, as well as at our sites in Point Cook and Bendigo, and through partnerships in international locations such as Singapore, Hong Kong, and India. The team provides expert student lifecycle administration, consistently delivers high-quality customer service to both students and academic staff, and fosters continuous improvement through the implementation of quality enhancement principles.

Position Summary

The Student Lifecycle Manager leads and manages the Student Lifecycle Services (SLS) team to ensure the effective and efficient delivery of student administration services across all STEM programs, delivery modes, and locations. This role is responsible for ensuring the team provides professional, high-quality support to academics, students, and other key stakeholders.

Additionally, the Manager plays an active role in developing the SLS team by driving high performance, promoting flexible work practices, and encouraging cross-departmental collaboration. They are instrumental in fostering cultural change and upholding consistent leadership standards across the broader team.

The Manager is also accountable for developing the team's professional development and annual operating plans each year. They provide regular operational and leadership updates, along with recommendations, to the Associate Director to support informed decision-making.

Reporting Line

Reports to: Associate Director, Student Lifecycle

Direct reports: 15

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.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety.

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

- Oversee the student administration of all College-owned programs, collaborating across the College and University to drive improvements, implement strategic initiatives, and prioritise the student and academic experience in every process.

- Lead, manage, and develop a skilled team that collaborates effectively with all stakeholders to deliver a professional, dedicated service aligned with strategic objectives. Ensure the service remains high-quality, relevant, adaptable, and competitive by understanding external factors impacting it.

- Build, lead and manage a collaborative and flexible Student Lifecycle Services team responsible for delivering high quality back of house functions, developing a culture that is both responsive to cyclical workloads and able to support competing deadlines within the operation of multiple academic calendars and operates according to agreed RMIT and College standards, principles and processes.

- Champion innovative thinking and continuous improvement within the team by understanding internal and external factors influencing the organisation, driving strategically focused change.

- Provide timely, expert and authoritative advice and interpretation of academic policy and procedures to the Associate Director, Student Lifecycle, and implement these across a range of academic administration activities, ensuring compliance with relevant regulatory bodies and government legislation (e.g.: TEQSA, ESOS, HESA).

- Maintain and disseminate knowledge of, and ensure compliance with, relevant University Statutes, Regulations, policies and procedures to ensure their accurate and consistent application and ensure that changes impacting upon functions of overall Student Lifecycle are considered and addressed.

- Manage complex cases with reference to existing University Statutes, Regulations, policies and procedures and oversee communication of clear, consistent and compliant outcomes.

- Initiate and prepare informed and accurate reports, provide expert advice, represent the College on

committees and working parties contributing to University policy review and development processes, and deputise for the Associate Director, Student Lifecycle as required.

- Be accountable for your own actions and workload to positively influence the team culture and consistently demonstrate RMIT's values

- Other duties as directed by the Associate Director, Student Lifecycle within the scope of this classification.

Key Selection Criteria

1. Proven strong leadership skills in managing a large team with a focus on delivering high-quality customer service in a dynamic and challenging environment, effectively operationalising requirements to support strategic objectives

2. Demonstrated strong emotional intelligence and a proven ability to coach, mentor, and develop staff at different levels, fostering a supportive environment that encourages professional growth and capability.

3. Strong experience in managing and leading staff through transformative change, including the ability to create systemic linkages to improve service delivery and to lead cultural and work practice changes in a demanding and changing environment.

4. Demonstrated knowledge of higher education academic and student administration policies and procedures including experience in policy and process development, implementation and review.

5. Proven interpersonal, communication and negotiation skills, the ability to influence others, build and maintain effective and productive relationships with a range of internal and external stakeholders, and deal effectively with conflicting requirements.

6. Demonstrated diagnostic, analytical and problem-solving skills, with the proven ability to exercise autonomous judgement and develop and implement creative solutions.

7. Demonstrated experienced in representing the Student Lifecycle Group on diverse University boards and committees, effectively advocating for student needs and ensuring their perspectives are incorporated into decision-making processes

8. Demonstrated ability to lead and influence changes in software, digital tools, and service delivery, ensuring smooth adaptation to new requirements

Qualifications

Relevant qualification and/or relevant industry experience.

Note: Appointment to this position is subject to passing a 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.

Endorsed:	Signature: **Name:** Wagner de Moura Junior **Title:** Acting Associate Director, Student Lifecycle Group **Date:** September 2025	Approved:	Signature: **Name:** Judy McGannon **Title:** General Manager, STEM College **Date:** September 2025