



## Position Description – Student Lifecycle Senior Officer (WIL)

### Position Details

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**Position Title:** Student Lifecycle Senior Officer (WIL)

**College/Portfolio:** College of Business & Law **School/Group:** Students & Operations

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

**Classification:** HEW 6 **Time Fraction:** 1.0

**Employment Type:** Continuing

**Reporting Line:** Acting Senior Coordinator WIL

**No. of Direct reports:** NA

### RMIT University

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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?

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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

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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

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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

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As one of the largest Business Schools in the Asia Pacific region, the College of Business and Law is comprised of five schools – four in Melbourne and one in Vietnam - delivering a broad range of programs in Business, ranging from Certificates up to PHD levels. Many programs articulate between Vocational Education and Higher Education, creating pathways for further study. RMIT Business programs are delivered in Melbourne, Vietnam, Singapore, Shanghai and Jakarta, as well as through Open Universities Australia (OUA) and RMIT Online. The College has an annual budget of approximately \$280 million, employs over 1000 staff and delivers programs to approximately 30,000 students (20,000 EFTSL).

In line with RMIT's vision to be recognised as a global university of technology, design and enterprise, the College mission is to deliver in a global context innovative, industry-engaged education and applied research connected to business. The College assists in achieving the ambitions of RMIT's new five-year strategic plan Ready for Life and Work by making active contributions towards life-changing experiences for students, creating passion with purpose for its staff and shaping the world with impactful research and global reach.

In particular, the College has defined a number of initiatives which are summarised in three priority areas: enterprising, student experience and international mobility.

The College is located on RMIT University's City Campus and resides in the state of the art Swanston Academic and Emily McPherson buildings. For further details about the College, please visit: <https://www.rmit.edu.au/about/our-education/academic-colleges/college-of-business>

## Position Summary

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The Student Lifecycle Senior Officer (WIL) shares responsibility for coordinating the effective management of student lifecycle processes across programs, modes and locations. Each incumbent will work across the full range of activities associated with the student life-cycle (admission, credit assessment, enrolments, assessment, timetabling and student advice) with a primary focus on WIL and industry engagement related activities within the lifecycle. The incumbent will be required to case manage complex student and industry queries ensuring resolution within a timely manner.

## Key Accountabilities

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- Coordinate the delivery of the full range of academic administration related to the student lifecycle including supporting core systems and processes across cohorts with a primary focus on WIL and industry related activities across the lifecycle, establishing and maintaining the highest levels of customer service and support to all internal and external clients.
- Undertake WIL specific administration activities, including but not limited to enrolment, risk assessments for accredited programs, preparation of WIL agreements, early WIL termination process management and matching students with placements.
- Undertake activities that support the embedding of industry within the curriculum, including the sourcing of industry speakers, partners for projects (in collaboration with business relationship managers) as required by program managers.
- Coordinate the case management of complex student and industry queries relating to lifecycle activities from end to end within cohorts, ensuring effective resolution within a timely manner within required
- Service Level Agreements, supporting Business Connect with front line provision of complex advice as required.
- Provide specialist advice to stakeholders and deal with complex queries with reference to existing policies, procedures and guidelines; negotiate and communicate clear and compliant outcomes.
- Work closely with Senior Coordinators, Team Leaders and other Student Lifecycle Services Coordinators to contribute to a culture of collaboration and continuous improvement through coordinating the streamlining of processes, communication lines and support services to meet operational objectives across multiple academic calendars.
- Build and maintain effective working relationships with key RMIT and external stakeholders to ensure the effective development of unit activities; participate in key RMIT forums as required.
- Develop and apply knowledge of relevant policies, practices and standards to organise and prioritise work, while using judgment to solve problems arising in own work area.
- Participate in the development of team skill building including team knowledge, technical skills and processes and contribute to the mentoring and training of team members. Undertake or participate in projects or other tasks related to the work of the college as required.
- Other duties as directed within the scope of this classification.

## Key Selection Criteria

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### Essential:

- Experience in delivery of WIL management, including the administration of WIL related activities and / or demonstrated experience in the coordination and delivery of administrative services in an education environment.
- Demonstrated experience in delivering high quality customer service through understanding the needs of the stakeholder
- Demonstrated ability to work effectively, flexibly and collaboratively with colleagues within and beyond the immediate work unit, contributing to the achievement of teamgoals.
- Demonstrated commitment to quality and continuous improvement, and proven ability to interpret and apply policies, procedures, and systems consistently, provide advice and to drive creative solutions through to implementation within the immediate work area.
- Proven ability to work independently, use initiative and prioritise tasks and meet deadlines in a demanding environment with excellent attention to detail and a commitment to quality assurance.
- Demonstrated highly developed organisation, interpersonal, oral and written communication skills and the proven ability to liaise effectively with a wide range of management, staff and external parties on complex, sensitive and confidential issues.
- A high order of analytical and problem-solving skills and the demonstrated ability to develop and implement innovative and creative solutions.

- Has the ability to adapt to changing software, digital technology and service delivery requirements

### **Qualifications**

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Relevant tertiary qualifications and/or proven experience

### **Working with Children Check**

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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.