



## Position Description – VE Senior Services Officer

### Position Details

<b>Position Title:</b>	VE Senior Services Officer (Apprentice and Employer Engagement)
<b>College/Portfolio:</b>	Vocational Education
<b>School/Group:</b>	Planning and Resources
<b>Campus Location:</b>	Based at the Melbourne CBD campus, however may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW 6
<b>Employment Type:</b>	Continuing
<b>Time Fraction:</b>	1.0 FTE

### 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

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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>

## College/Portfolio/Group

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The purpose of RMIT's College of Vocational Education is to empower learners and our industry, community and government partners to succeed in the new world of work. Our five-year strategic roadmap, ALIVE@RMIT, purposefully guides everything we do in vocational education to deliver our vision: to position RMIT as a leading multi-sector provider with global impact and influence.

Led by our Deputy Vice-Chancellor, the College of VE is reimagining how we deliver vocational education to create unique experiences for our students and partners, so we can:

- lead in practice-based learning
- empower learners for the future of work
- engage industry and community at scale
- grow for impact and influence

The College of VE is delivering impact through transformation that creates long-term change.

## Planning and Resources

Our planning and Resources function puts the student at the centre of our thinking through a precinct based approach that delivers the right support where it is needed most. This enables us to deliver a consistent student and staff experience with differentiation between whole of college services and bespoke units or functions. The shared services model which underpins this team is designed to assist with flexible resourcing and service delivery to meet the cadence, requirements and nature of University business.

## Apprentice & Trainee Connect

As part of the College of Vocational Education Student Lifecycle team, RMIT Apprentice & Trainee Connect provides dedicated support for RMIT's apprentices, trainees and their employers from admission to graduation. With a strong focus on building connections and customer service, our team bridges the gap between education and industry.

## Position Summary

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The VE Senior Services Officer (Apprentice and Employer Engagement) is dedicated to delivering exceptional customer service by actively engaging with apprentices, employers, and stakeholders. With a strong focus on customer service excellence, the Senior Services Officer collaborates with internal and external stakeholders, including apprentices, trainees, employers, and staff of the wider University, to understand their needs and facilitate a smooth onboarding and enrolment process.

The role involves travel across Melbourne and regional Victoria to provide on-site enrolment support to apprentices and trainees, and to establish employer relationships. This role provides a seamless onboarding process and authoritative information and guidance to bring about a positive student and employer experience.

Working within a shared services model, the Senior Services Officer also plays a crucial role in coordinating activities related to student lifecycle services, course management, process improvement, and data management, working collaboratively to enhance the overall experience for apprentices and employers.

This role also involves complex enquiry management, drawing upon a deep understanding of apprenticeship and trainee programs and policies to ensure timely resolutions.

Establishing and maintaining productive relationships with teaching program staff, College, and University stakeholders is central to the role, ensuring timely and relevant enrolment supports aligned with scheduled delivery patterns.

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### Reporting Line

Reports to: Coordinator, Student Lifecycle (Apprentice and Employer Engagement)

reports: N/A

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### 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.

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### Key Accountabilities

- Provide high-quality customer service and lead enrolment support to apprentices and trainees across a range of disciplines.
- Plan for and conduct site visits across Victoria to employer and apprentice or trainee locations for on site enrolment support, ensuring seamless onboarding processes and addressing concerns of apprentices, trainees, and employers.
- Ensure a high-quality client service focus through phone, online and face-to-face channels in the first instance, and ensuring appropriate management, follow up and referrals to resolve matters.
- Manage complex issues and queries from staff and students and work with authority to reach timely resolutions, escalating when required.
- Development and maintenance of effective working relationships with relevant stakeholders and use of effective and appropriate communication methods when communicating with internal and external stakeholders.
- Assist in the delivery of a full range of activities related to the team and wider College including delivery, administration, event management and support as well as providing expertise and advice where necessary.
- Ensure effective delivery of apprentice, trainee and employer onboarding and induction events and projects as required.
- Coordinate and advise on continuous improvement processes, identifying opportunities for improvement, providing feedback to relevant areas and contributing to the streamlining of processes, events and support services to achieve a successful student and staff experience.
- Lead and coordinate scheduling, meeting or classroom bookings, room set up support and management of any catering of external events and activities and delegating activities as required.
- Maintenance of up-to-date knowledge pertaining to the College and Learning & Teaching Industry group activities, policies and current projects.
- Proactively support the team and collaborate across the College to ensure efficient and effective delivery of services to both internal and external customers.
- This role may be required to work across all College teams and functions to support the business throughout peak periods.
- Perform other duties as requested by the Manager.

## Key Selection Criteria

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1. Highly developed interpersonal skills and proven ability to build and maintain strong collaborative working relationships with a variety of internal and external stakeholders.
2. Excellent problem-solving skills, including demonstrated experience developing and delivering complex written reports to a high standard and with a high level of attention to detail.
3. Demonstrated experience in providing high quality customer service to internal and external stakeholders and experience managing complex queries in a fast-paced, large-scale environment.
4. High level written communication skills, with a proven ability to communicate effectively with a broad range of individuals and groups from diverse backgrounds.
5. Ability to demonstrate flexibility and initiative, by working independently and with limited direction, as well as effectively within a dynamic small team environment.
6. Proven significant administrative experience in planning, organising and prioritising work in a busy environment with multiple and conflicting priorities and competing deadlines.
7. Demonstrated expertise in developing, recommending and implementing changes and improvements to administrative procedures and functions.
8. Demonstrated ability to use information and communication technologies effectively, including Microsoft suite, web and email software and database use.

## Qualifications

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Relevant qualification and/or relevant customer service and administration experience. Must hold a current full Victorian driver licence

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.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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