



Position Description – VE Services Officer (Apprentice and Employer Engagement)

Position Details

Position Title: VE Services Officer (Apprentice and Employer Engagement)

College/Portfolio: Vocational Education **School/Group:** Planning & Resources

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

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

Employment Type: Fixed-Term

Fixed Term Reason: VE - Secondment Agreement

Reporting Line: Coordinator, Student Lifecycle (Apprentice and Employer Engagement)

No. of Direct reports: N/A

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.

The College of Vocational Education

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.

Position Summary

The VE Services Officer (Apprentice and Employer Engagement) will operate within a shared services model for the College of Vocational Education. The approach to service delivery will allow the VE Services Officer to be deployed as required across various College functions, providing the candidate

with a breadth of experience and exposure to subject matter expertise.

This role will be responsible for providing high quality administrative support across College teams which include Planning & Resources, Learning & Teaching Innovation and Quality, Partnerships, and supporting education delivery.

The VE Services Officer will also excel at providing customer service to staff, students/apprentices and employers to assist in the coordination of, and participation in, activities including, but not limited to, student lifecycle services, course and program management activities, information management, events and process improvement activities.

Key Accountabilities

- Provide high-quality customer service and administration support to a range of areas which may include: Selection & Admissions, Student Lifecycle Services, WIL/Placements, with focus on customer service and enrolment support to apprentices and trainees.
- Ensure a client service focus within these areas through face-to-face, online and over the phone channels, while following up with issues and managing them to completion, escalating as appropriate.
- Active contribution to, and participation in 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 excellent student and staff experience.
- Support effective delivery of industry and student events and projects, with focus on apprentice, trainee and employer onboarding and induction events and projects as required.
- Provide scheduling, meeting or classroom bookings, room set up support and management of any catering of external events and activities.
- Maintenance of effective working relationships with all relevant stakeholders and use of effective and appropriate communication with internal and external contacts.
- Maintenance of up-to-date knowledge pertaining to the College and L&T Industry group activities, policies and current projects.
- Manage a range of inboxes and respond to queries as required
- Support committees and working groups and development of agendas, papers and minutes as provision of administrative support for WIL and student mobility activities as required including coordination of printing, approvals, emailing and posting of proposal documents as required.
- This role may be required to work across all College teams and functions to support the business throughout peak periods.
- Proactively support the team and collaborate across the College to ensure efficient and effective delivery of services to both internal and external customers.
- Perform other duties as requested by the Manager

Key Selection Criteria

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. Demonstrated experience in providing high quality customer service to internal and/or external stakeholders.

3. High level oral and written communication skills, with a proven ability to communicate effectively with a broad range of individuals and groups from diverse backgrounds.
4. Ability to demonstrate flexibility and initiative, working effectively within a dynamic small team environment.
5. Proven administrative experience and planning, organising and prioritising work in a busy environment with multiple and conflicting priorities and competing deadlines.
6. Demonstrated ability to use information and communication technologies effectively, including Microsoft suite, web and email software and database use

Qualifications

Relevant qualification and/or relevant customer service and administration experience.

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.