



Position Description – Senior Program Coordinator, Casual Workforce Planning

Position Details

Position Title: Program Coordinator, Casual Workforce Planning

College/Portfolio: People and Culture **School/Group:** START Program

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

Classification: HEW8 **Time Fraction:** 1.0

Employment Type: Fixed Term

Fixed Term Reason: Specific Task or Project

Reporting Line: Business Transformation Lead, Casual Workforce Planning

No. of Direct reports: 0

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.

START Program

The START (Strategic Transformation Academic Resourcing and Timetabling) Program is a coordinated transformation program to modernise academic resource planning and timetabling leading to improved payment assurance outcomes, improving transparency and enabling a more efficient operating model and better experience for students and staff. This role will be aligned with the Academic Resource Planning stream and work closely with other streams.

Position Summary (to be updated)

The position of Program Coordinator, Casual Workforce Planning provides, project coordination and operational support for the delivery of the START Program, Pillar 2, Casual Workforce Planning transformation.

The role is responsible for supporting the design and implementation of future-state business processes relating to casual planning, rostering, time capture and supporting payment assurance. Working collaboratively with Colleges, Schools, People & Culture, the project team and technology vendor, the position reviews business requirements, documents current and future-state processes, coordinates stakeholder activities, and supports the successful implementation of new systems and ways of working.

The position coordinates engagement with subject matter experts across the University, contributes to and administers working groups, prepares business documentation, supports change activities, coordinates testing, and contributes to business readiness. The role plays a key part in ensuring business requirements

are accurately translated into system functionality and that implementation activities are delivered effectively to support the University's future operating model.

Key Accountabilities

- Support the successful delivery of the Casual Workforce Planning workstream within the START Program Pillar 2 transformation, contributing to project planning, implementation and business outcomes.
- Analyse, document and optimise current and future-state business processes, identifying opportunities to improve operational efficiency, compliance, user experience and service delivery.
- Develop and maintain project artefacts, including business requirements, process maps, functional specifications and other documentation to support solution design and implementation.
- Engage and collaborate with Colleges, Schools, People & Culture and other stakeholders to gather requirements, validate solutions, facilitate working groups and meetings, and maintain effective relationships throughout the project lifecycle.
- Partner with ITS to coordinate and participate in User Acceptance Testing (UAT), including developing test scenarios, scheduling business participation, managing defect resolution and supporting business sign-off.
- Support business readiness and implementation activities, including change impact assessments, communications, training materials, implementation planning and stakeholder adoption of new processes and technologies.
- Monitor project actions, risks and issues, escalating matters where appropriate and contributing to the timely resolution of business and system issues to support successful project delivery.

Key Selection Criteria

1. Demonstrated experience in business analysis, process improvement or project coordination within a large and complex organisation, preferably in the tertiary education sector.
2. Experience documenting business requirements, developing process maps and supporting enterprise system implementations.
3. Strong analytical and problem-solving skills, with the ability to investigate business issues and recommend practical solutions.
4. Demonstrated ability to coordinate multiple activities simultaneously while managing competing priorities and delivering outcomes within agreed timeframes.
5. Experience supporting User Acceptance Testing, business readiness and change implementation activities.
6. Well-developed stakeholder engagement and relationship management skills, with the ability to work collaboratively across academic, professional and technical teams.
7. Excellent written and verbal communication skills, including the preparation of business documentation, reports and workshop materials.
8. Demonstrated commitment to service excellence, continuous improvement and delivering high-quality operational outcomes.

Qualifications

Degree and/or relevant 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.