



## Position Description – Admissions Officer

### Position Details

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<b>Position Title:</b>	Admissions Officer
<b>College/Portfolio:</b>	International and Engagement
<b>School/Group:</b>	The Experience Group
<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 5
<b>Employment Type:</b>	Fixed Term
<b>Time Fraction:</b>	1.0

### RMIT University

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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 "Experience" Group's vision is to bring to life RMIT's 2031 strategy by putting the student at the centre of everything we do, creating a differentiated brand proposition, developing integrated deep insights for all our global students, and cultivating a differentiated and relevant service experience for those segments.

## Position Summary

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The Admissions Officer role sits within the Direct Admissions team and is responsible for supporting the RMIT direct admissions system, the work of the selection teams in the colleges, and answering applicant enquiries. The Officer ensures a quick turnaround of all admissions-related enquiries and tasks. The Officer ensures all enquiries and tasks comply with relevant university policies and maintains the confidentiality of applicant information. The Officer provides accurate advice to applicants and staff on all admissions processes, handling complex queries and using initiative to resolve issues.

## Reporting Line

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Reports to: Senior Coordinator Admissions

Direct reports: Nil

## Organisational Accountabilities

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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

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- Work collaboratively with the Admissions team to provide accurate advice and service to facilitate timely coordination of the University's admissions processes in line with existing policies and practices with minimal supervision.
- Identify and meet internal and external client needs in a timely and effective manner through building effective relationships and liaising closely with other areas of the organisation.
- Draft and administer high-quality and accurate written and verbal communications for university operations
- Apply policies, practices and standards under general direction to organise and prioritise work, while using judgement to solve problems arising in own work area.
- Actively contribute to the team effectiveness, culture and wellbeing by participating in teamwork, continuous improvement and development initiatives
- Plan and coordinate projects of defined scope under direction. Contribute to policy development by

- undertaking required research, analysis and tasks as needed.
- Support the entire Admissions Team including International and domestic operations with workload when required

**Key Selection Criteria**

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1. Experience and expertise in the provision of high quality administration services, including a sound knowledge of relevant policies and procedures or the ability to learn and apply policy and procedure requirements.
2. Demonstrated ability to respond appropriately to sensitive information and situations.
3. Excellent communication skills, including skills in persuasion, information exchange, gaining assistance and in perceptively assisting staff to manage workloads, timeline and relationships.
4. Demonstrated problem solving skills with a proven ability to investigate and make informed decisions regarding complex issues in RMIT direct admissions system and the Student Administration Management System (SAMS).
5. Excellent organisation and time management skills with proven ability to manage multiple tasks and re-adjust workload priorities to meet schedule conflicts while maintaining a high degree of accuracy
6. Demonstrated ability to contribute to continuous improvement of systems and processes in a service-oriented environment.
7. Demonstrated cultural sensitivity and cross-cultural communication skills.
8. Capacity to work in a collegial manner with other staff, building and maintaining effective and productive relationships, using highly developed interpersonal skills and excellent written and verbal communication skills.

**Qualifications**

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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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