



Position Description – Scholarships Officer

Position Details

Position Title:	Scholarships Officer
College/Portfolio:	Education
School/Group:	Student
Campus Location:	Based at the Melbourne CBD campus however, may be required to work and/or be based at other campuses of the University.
Classification:	HEW 5
Employment Type:	Fixed-term
Time Fraction:	1.0

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

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>

Education Portfolio

The Education Portfolio is headed by the Deputy Vice-Chancellor Education and Vice President who leads the planning and implementation of the University's strategies related to RMIT's academic programs and the RMIT student experience. The Portfolio is responsible for services to support the quality of RMIT programs, including the professional development of academic staff, continuous improvement of the student experience, learning and teaching outcomes and the management of learning and research information sources.

The Education Portfolio plays a key role in empowering students to access education, participate actively in the life of the University and achieve successful and fulfilling lives beyond graduation. The provision of a stimulating and satisfying experience for students is a priority for the University.

Students Group

The Students group shapes, designs and delivers key student services and experiences to prepare RMIT students for study, life and the global workforce.

We work in partnership with students, academics, professional staff, industry and the community to deliver transformative student experiences that improve access, participation, retention and success for all RMIT students.

Our objectives are to:

- Shape, co-create and inform an inclusive, safe, industry-engaged and global student experience
- Deliver impactful, connected service, care and development opportunities at scale, and to
- Engage, empower and value each other so that together we can make a difference.

We welcome a diversity of perspectives and are inclusive in our approach to work. We are aligned in our passion for having a collective and positive impact on the student experience at RMIT. Our team is comprised of talented and motivated people from a range of professional disciplines and backgrounds, at various stages of their careers and including RMIT students.

We are a value-led organisation and we value imagination, agility, passion, inclusion, courage and impact.

The Group is led by the Executive Director Students.

Position Summary

The Scholarships Officer will provide administrative support to the work of the Coursework Scholarships team, which manages University, Donor and Commonwealth funded scholarships and the Commonwealth Prac Payment. The incumbent will be required to assess documentation, eligibility and administrate data in platforms such as our student management system and spreadsheets.

This position will play a vital role in providing frontline administrative and coordination support to the Coursework Scholarships team. Acting as the first point of contact for students and enquirers, this role facilitates smooth access to the service by managing enquiries, processing and assessing documentation, entering data, assisting at events and supporting key team processes. The officer also ensures efficient triaging and communication across platforms like CRMs, Microsoft Office suite, and the phone-based operation, contributing to the inclusive and student-centered mission of the University.

By demonstrating a positive, proactive, and agile mindset, you will actively contribute to team objectives. You will engage in continuous improvement activities and explore new contemporary ways of thinking and working to enhance our services.

Reporting Line

Reports to: Manager, Coursework Scholarships

Direct reports: 0

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.

Key Accountabilities

Administration

- Accurate and efficient administration of the scholarship program and Commonwealth Prac Payment from student enquiry, application, assessment, offer, payment and review stages
- Correctly assess scholarship documentation in accordance with the set criteria
- Ensure student records entered in the student management system/spreadsheets meet the University and Department of Education requirements.

Customer Service

- Maintain up to date knowledge of scholarship schemes and the Commonwealth Prac Payment (CPP) to provide advice to students on services in order to increase student awareness and access to a broad range of financial assistance
- Provide accurate, detailed and timely advice to staff and students (current and prospective) on matters relating to the scholarship programs and Commonwealth Prac Payment (CPP)
- Provide exceptional service experience through outstanding communication and engagement skills aligned with RMIT values.

Team Support

- Actively contribute to team objectives by demonstrating a positive, proactive and agile mindset, keenly participating in continuous improvement activities, and exploring and embracing new contemporary ways of thinking and working.

Events and Community Engagement

- Assist with the planning and delivery of Coursework Scholarships presence at University-wide events such as Orientation, Scholarships dinner and Open Day. This may include occasional work outside of business hours to attend various marketing events (e.g. attending events in the evening and/or weekends will be required)

Others:

- Other duties consistent with the position level and focus of the group, as required.

Key Selection Criteria

1. **Administrative and Coordination Experience**
Demonstrated experience in providing high-level administrative support within a student-facing or service delivery environment.
2. **Communication and Interpersonal Skills**
Strong written and verbal communication skills, with the ability to engage respectfully and empathetically with diverse student populations, internal stakeholders and enquirers.
3. **Organisational and Time Management Skills**
Proven ability to manage competing priorities, coordinate multiple workflows, and maintain accurate records within fast-paced environments.
4. **Technical Proficiency**
High level of computer literacy in Microsoft Excel and Microsoft Office suite, student record systems; and the ability to learn new systems quickly.
5. **Service Delivery**
Demonstrated ability to rigorously follow established procedures and processes, ensuring compliance with organisational standards and contributing to consistent and high-quality service delivery.
6. **Team Collaboration**
Capacity to work independently and to be an effective part of a multidisciplinary team, contributing to a positive and supportive team culture.

Qualifications

A tertiary qualification in a relevant discipline and/or relevant professional experience at a similar level.

Note: Appointment to this position is subject to passing a Working with Children Check, a satisfactory police records check, and other checks as required by the specific role including . Maintaining a valid Working With Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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