



Position Description – Senior Minor Works Manager

Position Details

Position Title:	Senior Minor Works Manager		
College/Portfolio:	Operations	School/Group:	Property Services Group
Campus Location:	Primarily based at RMIT City campus, and the potential to work across other RMIT campuses as required.		
Classification:	HEW 9	Time Fraction:	1.0
Employment Type:	Continuing		
Reporting Line:	Director, Capital Works		
No. of Direct reports:	3		

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.

College/Portfolio/Group

Property Services has approximately 75 staff and has responsibility for the operation, maintenance, utilisation and enhancement of buildings owned and leased by RMIT University. Property Services oversees construction projects and ensures the provision of physical facilities services. The Group has an operating budget in excess of \$75m and current capital projects are significant. RMIT's built environment involves approximately 124 buildings spread across all of RMIT's campuses and sites. The capital stock of the University is diverse and valued at approximately \$2 billion and includes heritage and other classifications.

Property Services (PSG) consists of the following areas:

- Property Operations
- Campus Strategy and Management
- Strategic Programming
- Capital Works & Development
- Facilities and Asset Management
- Commercial and Leasing

Position Summary

The Senior Minor Works Manager is responsible for the end-to-end leadership, performance and continuous improvement of the Minor Works function as a service within Property Services Group.

This role operates at the interface between high-volume service delivery and capital project delivery, ensuring that Minor Works is delivered as a simple, consistent, transparent and reliable service, while appropriately managing complexity, risk and stakeholder expectations.

The position is accountable for:

- Defining and enforcing clear service pathways and demand-gating rules across service-based Minor Works, complex/bespoke Minor Works, and Capital Development Program (CDP) works
- Ensuring Minor Works demand is managed proportionately to risk, capability and governance requirements
- Leading a two-tier delivery model, including high-volume service delivery and capped complex Minor Works
- Providing financial stewardship, including visibility of expenditure, commitments and capitalisation outcomes

- Driving continuous improvement of systems, processes and service performance

The Senior Minor Works Manager acts as a service owner, risk arbiter and capacity steward, rather than a direct delivery project manager, and plays a critical role in protecting CDP integrity and improving stakeholder experience across the University.

The role operates with a high degree of autonomy and is required to exercise sound judgement in balancing competing organisational priorities, including service demand, financial constraints, risk exposure, and alignment with the Capital Development Program. Decisions made in this role have University-wide impact on service performance, financial outcomes and stakeholder experience.

Key Accountabilities

Service Leadership and Performance

- Lead the delivery of Minor Works as a high-volume, service-oriented function, ensuring work is delivered in a timely, consistent and transparent manner
- Establish and monitor service standards, KPIs and performance metrics, including throughput, turnaround times and stakeholder satisfaction
- Ensure Minor Works operates as an easy-to-navigate service with clear communication and predictable outcomes

Demand Management and Governance

- Apply and enforce clear intake pathways and demand-gating rules to distinguish between:
 - Service-based Minor Works
 - Complex/bespoke Minor Works
 - CDP-appropriate projects
- Manage stakeholder expectations and redirect work where scope, value or risk exceed Minor Works thresholds
- Ensure complex Minor Works remain bounded in value, volume and risk

Risk and Complexity Management

- Act as the primary decision-maker on appropriateness of scope within Minor Works
- Identify, assess and manage service and delivery risks associated with Minor Works demand
- Escalate complex or boundary issues to the Director, Capital Works as required

People Leadership and Capability

- Lead and develop a team of Minor Works Managers / Coordinators to deliver high-quality service outcomes
- Balance service delivery capacity with capped project delivery capability, ensuring service performance is not eroded by unplanned complexity
- Identify and implement capability uplift opportunities aligned to PSG priorities

Financial and Commercial Stewardship

- Ensure visibility and oversight of Minor Works expenditure, commitments and financial performance
- Partner with Finance to ensure accurate capitalisation and financial compliance
- Support implementation of a PSG-led financial management model, including cost recovery and pricing signals where appropriate

Systems, Process and Continuous Improvement

- Own and continuously improve Minor Works systems, processes and workflows (e.g. intake, tracking, reporting)
- Drive simplification, standardisation and removal of workarounds
- Use data and insights to inform evidence-based service improvements

Stakeholder Engagement

- Develop strong relationships with Colleges, Portfolios and internal PSG teams
- Provide clear, consistent advice on scope, pathways, constraints and trade-offs
- Build trust through transparent decision-making and reliable service delivery

Key Selection Criteria

- Demonstrated experience leading a high-volume service or operational function in a complex organisation
- Strong understanding of the distinction between service delivery and project delivery, with ability to apply governance proportionate to risk and complexity
- Proven ability to manage competing demand, prioritisation and stakeholder expectations in a constrained environment

- Significant experience in financial oversight, including budgeting, cost control and understanding of capitalisation principles
- Demonstrated capability to lead and develop teams, balancing service delivery performance and capability uplift
- Highly developed stakeholder engagement, negotiation and communication skills
- Demonstrated experience designing, leading or transforming customer-focused operational services, including the establishment of service standards, governance and performance frameworks.
- Strong analytical and problem-solving skills, with the ability to interpret data and drive continuous improvement
- Demonstrated experience operating in roles requiring high levels of judgement, autonomy and decision-making in complex organisational environments
- Proven ability to influence cross-organisational stakeholders and drive behavioural change, particularly in relation to service design, prioritisation and governance
- Knowledge of property, construction, facilities or infrastructure environments highly desirable

Qualifications

Relevant tertiary qualifications in Engineering, Project Management, Built Environment, Business or a related discipline, or equivalent experience.