



Position Description – Student Engagement Digital Systems Officer

Position Details

Position Title:	Student Engagement Digital Systems Officer
College/Portfolio:	Education
School/Group:	Students
Campus Location:	Based at the Melbourne 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.

About the 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 values-led organisation and we value imagination, agility, passion, inclusion, courage and impact.

The Group is led by the Executive Director Students.

Position Summary

The Student Engagement Digital Systems Officer plays an essential role in enhancing the student experience by supporting the Student Engagement function and their digital systems and platforms. The role is responsible for designing, building and managing events through RMIT's enterprise event management platform and other relevant technologies. This role integrates coordination, stakeholder engagement, and digital system support. The Digital Systems Officer will plan and execute student-focused events, foster engagement opportunities, and ensure efficient use of the platform, contributing to RMIT's strategic vision for enriching student experiences.

Reporting Line

Reports to: Coordinator, Student Engagement & Experiences

Direct reports: Nil

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

- Responsible for inputting data and information relating to Student Life events such as Orientation, Campus Fest, and team-specific activities using relevant platforms such as the Cvent event management platform.
- Develop and maintain effective working relationships with internal stakeholders, including the central Student Communications team and other service areas, to ensure alignment and integrated user experience on the key digital platforms.
- Contribute to ideas and innovative ways to engage students actively, utilizing digital content and relevant technologies.
- Provide accurate data and reports on student engagement initiatives and event outcomes to support decision-making
- Provide support and instruction to internal users on the platform, ensuring effective utilization of new features and functionalities.
- Ensure the use of RMIT branding and templates, maintaining consistency across all events
- Other duties as required, in alignment with the scope and level of this role.

Key Selection Criteria

1. Demonstrated experience in utilising digital platforms effectively (preferably Cvent or similar event platforms), including the ability to troubleshoot issues, optimise platform performance, and train others on best practices
2. Proven ability to liaise effectively with stakeholders to understand and translate their requirements and needs
3. Strong attention to detail and accuracy in data entry and reporting
4. Strong organisational and time management skills for fast-paced settings
5. Demonstrated ability to quickly learn and adapt to new systems and technologies

Qualifications

A degree or qualification in a relevant discipline and/or significant relevant professional experience at a similar level is preferred.

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.

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