



Position Description – Student Lifecycle Officer

Position Details

Position Title:	Student Lifecycle Officer
College/Portfolio:	College of Business & Law
School/Group:	Students & Operations
Campus Location:	Based at the City 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>

College of Business and Law

As one of the largest Business Schools in the Asia Pacific region, the College of Business and Law is comprised of five schools – four in Melbourne and one in Vietnam - delivering a broad range of programs in Business, ranging from Certificates up to PHD levels. Many programs articulate between Vocational Education and Higher Education, creating pathways for further study. RMIT Business programs are delivered in Melbourne, Vietnam, Singapore, Shanghai and Jakarta, as well as through Open Universities Australia (OUA) and RMIT Online. The College has an annual budget of approximately \$280 million, employs over 1000 staff and delivers programs to approximately 30,000 students (20,000 EFTSL).

In line with RMIT's vision to be recognised as a global university of technology, design and enterprise, the College mission is to deliver in a global context innovative, industry-engaged education and applied research connected to business. The College assists in achieving the ambitions of RMIT's new five-year strategic plan Ready for Life and Work by making active contributions towards life-changing experiences for students, creating passion with purpose for its staff and shaping the world with impactful research and global reach.

In particular, the College has defined a number of initiatives which are summarised in three priority areas: enterprising, student experience and international mobility.

The College is located on RMIT University's City Campus and resides in the state of the art Swanston Academic and Emily McPherson buildings.

For further details about the College, please visit:

<https://www.rmit.edu.au/about/our-education/academic-colleges/college-of-business>

Position Summary

The Student Lifecycle Officers share responsibility for supporting effective delivery of student lifecycle services across programs, modes and locations. Each incumbent will work across the full range of activities associated with the student life-cycle including credit assessment, enrolments, class scheduling, and assessment; case managing student queries to a timely resolution.

Reporting Line

Reports to: Coordinator, Student Lifecycle

Direct reports: N/A

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

- Administer delivery of the full range of activities related to the student lifecycle across programs, modes and locations.
- Provide a case management approach to student queries, ensuring a timely resolution within required Service Level Agreements, supporting Business Connect with front line provision of advice as required
- Work collaboratively with all members of the Student Lifecycle Group, providing clear, consistent and accurate advice and information to support all internal and external clients.
- Apply relevant policies, practices and standards to organise and prioritise work, while using judgment to solve problems arising in own work area.
- Prepare a range of written communications that may require interpretation and advice on issues relating to University Policy and Procedure, referring more complex matters onto more senior members of the team as required.
- Work collaboratively as an effective and flexible member of the team; meeting team standards, by completing tasks in an accurate and timely manner; and working collaboratively to provide support to all team members.
- Actively participate in College continuous improvement processes, identifying opportunities for improvement, providing feedback to relevant areas and contributing to the streamlining of academic service processes, communication lines and support services.
- Maintain effective working relationships with all relevant stakeholders; use effective and appropriate communication in dealing with internal and external contacts.
- Other duties as directed within the scope of this classification.

Key Selection Criteria

1. Experience in working accurately with detailed information and providing high-level administrative support in a university environment or similar large and complex organisation.
2. Demonstrated experience and expertise in the provision of quality customer service, including sound knowledge and consistent application of relevant University policy and procedures and the ability to provide advice
3. Well-developed interpersonal and problem-solving skills, with the ability to take the initiative in identifying and pursuing opportunities to improve existing practices and services.
4. Ability to build and maintain effective and productive relationships with a wide range of groups, both internal and external to the University.
5. Demonstrated experience of adapting to new technologies or systems
6. Proven ability to work effectively as a flexible team member committed to achieving own and work team goals and priorities, and to continuous improvement.
7. Ability to prioritise tasks and meet deadlines in a demanding environment.
8. Desirable: Knowledge and understanding of the tertiary education sector

Qualifications

Relevant tertiary qualifications and/or experience.

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:	Approved:	Signature: Name: Title:
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