



Position Description – Student Lifecycle Officer

Position Details

Position Title: Student Lifecycle Officer

College/Portfolio: STEM College **School/Group** STEM College Office

Campus Location: Primarily based at the City campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 5 **Time Fraction:** 1.0 FTE

Employment Type: Continuing

Reporting Line: Student Lifecycle Coordinator

No. of Direct reports: 0

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

STEM College Operations - Student Lifecycle

The STEM College Student Lifecycle team is responsible for delivering key essential services to our 20,000 students across the City, Bundoora, Point Cook and partner locations for HE onshore, Keypath, RMIT Online, OUA and partner institutions VTC SHAPE, KAPLAN, BITS Pilani and SIM. The team provides expert student lifecycle administration, ongoing delivery of high-quality academic and customer service to college stakeholders, and the application of quality improvement principles.

Position Summary

The Student Lifecycle Officer will support the effective day-to-day operations of academic administration across on-shore and off-shore programs. The incumbent will work across the full range of student lifecycle academic administration activities associated with the student lifecycle including, credit assessment, enrolment, assessment, academic progress and completions. The incumbent will be responsible for providing timely and accurate information, advice and service to students and other clients of the STEM College with an emphasis on excellence in service culture.

Key Accountabilities

- Assist with delivery of the full range of academic administration related to the student lifecycle including supporting core systems and processes associated with academic administration across all onshore and offshore programs.
- Ensure academic administration activities to support the student lifecycle including, credit assessment, enrolment, assessment, academic progress (including supporting CACs and PABs) and

completions are carried out in a consistent, timely and professional manner, delivering excellence in customer service and support to all internal and external clients.

- Contribute to the maintenance of a comprehensive, up-to-date program knowledge management system in order to provide consistent and accurate advice to all clients.
- Provide specialist advice to clients, deal with routine and complex queries with reference to existing policies, procedures and guidelines and negotiate and communicate clear and compliant outcomes.
- Work closely with the assigned Student Lifecycle Coordinator to contribute to a culture of collaboration and continuous improvement by streamlining processes, communication lines and support services to meet operational objectives across multiple academic calendars.
- Maintain effective working relationships with key University and external stakeholders to ensure the effective development of business activities and participate in key University forums as required.
- Apply knowledge of relevant policies, practices and standards and exercise critical judgment and professionalism in resolving problems arising in own work area.
- Participate in the development of team skill building including team knowledge, technical skills and processes and contribute to the mentoring and training of team members.
- Be accountable for your own actions and workload to positively influence the team culture and consistently demonstrate RMIT's values.
- Assist other teams across the portfolio and College as required within the scope of this classification.
- Other duties as directed within the scope of this classification.

Key Selection Criteria

1. Demonstrated experience in delivering administrative services in an educational and/or complex service culture environment with a client focused approach.
2. Demonstrated ability to work effectively, flexibly, proactively and collaboratively with colleagues within and beyond the immediate work unit, with a positive and respectful attitude, contributing to the achievement of team goals.
3. Demonstrated commitment to quality and continuous improvement, and proven ability to interpret and apply policies, procedures, and systems consistently, provide advice and drive creative solutions.
4. Proven ability to work independently and meet deadlines in a demanding environment with excellent attention to detail and a commitment to quality assurance.
5. Demonstrated organisational, interpersonal, oral and written communication skills and proven ability to liaise effectively and professionally with a wide range of management, staff and external parties on complex, sensitive and confidential issues with empathy and respect.
6. Demonstrated ability to communicate effectively and respectfully with clients and customers and commitment to delivering excellent customer service.
7. Demonstrated high-level computer skills using Word, Excel, databases, Internet and email with accuracy and attention to detail.

Qualifications

Relevant experience. A valid Working with Children Check is mandatory.

Working with Children Check

Appointment to this position is subject to holding a valid Victorian 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.