



Position Description – Student Lifecycle Senior Officer (WIL) JR42794

Position Details

Position Title: Student Lifecycle Senior Officer (WIL) JR42794

College/Portfolio: College of Business & Law **School/Group:** Students & Operations

Campus Location: Based at the City campus but may be required to work and/or be based at other campuses of the University.

Classification: HEW 6 **Time Fraction:** 1

Employment Type: Continuing

Reporting Line: Senior Coordinator, WIL

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

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 Senior Officer (WIL) is responsible for coordinating and delivering high-quality operational support across Work Integrated Learning (WIL) student lifecycle activities within the College. The role contributes to the effective administration and delivery of WIL experiences by supporting students, academic staff and industry partners through key lifecycle stages including admissions, enrolment, internship and placement coordination, assessment administration, progression and student advice.

Working within established frameworks and procedures, the role provides specialist advice on WIL processes, requirements and systems, ensuring activities are delivered efficiently, consistently and in accordance with University policies, compliance obligations and service standards. The role is responsible for case managing complex student and industry enquiries, exercising sound judgement to investigate issues, facilitate solutions and ensure timely resolution.

The Student Lifecycle Senior Officer (WIL) actively contributes to the continuous improvement of WIL operations by identifying opportunities to streamline processes, enhance service delivery and improve the student and stakeholder experience. Using data insights, stakeholder feedback and operational knowledge, the role supports the development and implementation of process improvements, procedural documentation and best practice approaches that strengthen efficiency, compliance and consistency across WIL activities.

Working collaboratively with academic and professional staff, the role supports the successful delivery of WIL initiatives and industry-engaged learning activities across programs, modes and locations. The role contributes to a positive, student-centred and high-performing team culture, fostering strong stakeholder relationships and supporting quality outcomes aligned with College and University priorities.

Key Accountabilities

- Coordinate and administer Work Integrated Learning (WIL) student lifecycle activities across programs, cohorts, locations and delivery modes, ensuring services are delivered efficiently, consistently and in accordance with University policies, procedures and service standards.
- Deliver operational WIL activities including enrolment administration, internship and placement coordination, WIL agreements, risk management processes, student-industry matching and related compliance requirements.
- Provide specialist advice and support to students, academic staff and industry partners on WIL processes, requirements and systems, and manage complex enquiries and cases to achieve timely and effective outcomes.
- Maintain accurate records and data within University systems, contributing to reporting, compliance, risk management and quality assurance activities that support effective WIL delivery.
- Collaborate with academic and professional staff to support student engagement, progression and successful WIL outcomes, including activities that strengthen industry engagement and partnership participation within learning experiences.
- Build and maintain effective stakeholder relationships with students, staff and industry partners to support positive experiences and the successful delivery of WIL initiatives.
- Identify and implement opportunities to improve operational processes, systems and service delivery through data-informed decision-making, stakeholder feedback and continuous improvement activities.
- Contribute to a collaborative and high-performing team culture through sharing expertise, supporting colleagues and participating in projects and initiatives aligned with College and University priorities.

- Undertake other duties, projects and initiatives as reasonably directed, consistent with the classification and requirements of the role.

Key Selection Criteria

1. Demonstrated experience in the coordination and delivery of Work Integrated Learning (WIL) activities and/or the provision of complex student lifecycle administrative services within a higher education or similarly complex environment.
2. Proven ability to provide specialist advice and deliver high-quality, student-centred customer service, including the effective management of complex student and stakeholder enquiries while ensuring positive outcomes.
3. Demonstrated ability to build and maintain effective working relationships and collaborate with a diverse range of internal and external stakeholders, including students, academic staff, professional staff and industry partners.
4. Demonstrated ability to interpret and apply policies, procedures, legislation and business rules to provide accurate advice, manage risk and ensure compliance within operational activities.
5. Proven organisational and time management skills, with the ability to work independently, exercise initiative, manage competing priorities and meet deadlines while maintaining a high level of accuracy and attention to detail.
6. Demonstrated commitment to continuous improvement, including the ability to identify opportunities to enhance processes, systems and service delivery, and contribute to the implementation of practical solutions that improve efficiency and the stakeholder experience.
7. Well-developed analytical, problem-solving and decision-making skills, including the ability to investigate complex issues, exercise sound judgement and implement appropriate resolutions within established frameworks.
8. Highly developed interpersonal, oral and written communication skills, including the ability to adapt to changing technologies and service delivery models and communicate effectively on complex, sensitive and confidential matters.

Qualifications

Relevant tertiary qualifications and/or proven experience.

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.