RMIT UNIVERSITY

Position Description – Administrative Officer, Academic Statements

Position Details

Position Title:	Administrative Officer, Academic Statements
Position Number:	50021710
Portfolio:	Education Portfolio
School/Group:	Academic Registrars Group
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 5 (*Salary Schedule:* http://www.rmit.edu.au/browse;ID=ewhtlt73t01)
Employment Type:	Fixed term (Replacement employee)
Time Fraction:	1.0 EFT

RMIT University

RMIT is a global university of technology, design and enterprise in which teaching, research and engagement are central to achieving positive impact and creating life-changing experiences for our students.

One of Australia's original educational institutions founded in 1887, RMIT University now has 83,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and vocational education, applied and innovative research, and engagement with the needs of industry and the community.

With three campuses in Melbourne (City, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia and Sri Lanka, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 130-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates.

We are a 5-Star university under the QS Stars international evaluation system, and are 16th in the world among universities less than 50 years old (2016–17 QS Top 50 Under 50 index).

In the 2016 QS World University Rankings by Subject, RMIT is 16th in the world (highest ranked in Australia) in Art and Design, and 36th in the world (fourth highest in Australia) in Architecture and the Built Environment. We are also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Mechanical, Aeronautical and Manufacturing); Accounting and Finance; and Business and Management Studies).

Our research was ranked among the best in the world in the 2015 Excellence in Research for Australia evaluation. RMIT was rated "well above world standard" in 13 fields and "above world standard" in a further nine fields.

www.rmit.edu.au

Portfolio/Group

Students are central to RMIT and the Education portfolio is responsible for achieving excellent experiences and employment outcomes for all RMIT students, no matter where, through which medium and what programs they study. The portfolio has responsibility for all educational programs, ranging from certificates to postgraduate coursework programs which may be delivered through different modes and in international locations. It has responsibility for the provision of learning materials and for administrative and student support services.

The Education portfolio comprises the:

- Academic Registrar's Group

- Office of the Dean, Learning and Teaching

- Students Group

- University Libraries.

The Office of the DVC(E) is supported by a Director of Planning and Resources

The Academic Registrar's Group (ARG) is responsible for the administrative, policy and governance activities of the University which relate to the student lifecycle. The ARG operating environment is highly complex; the University has more than 80,000 students enrolled in both vocational and Higher Education programs, at campuses in Melbourne, Europe and Vietnam, and at several offshore location in conjunction with educational and industry partners.

RMIT has one of the highest numbers of international students in an Australian university. Compliance requirements are significant, with State and Federal legislation imposing numerous and frequently revised data collection obligations.

The ARG has a staff establishment of around 185 EFT and an operating budget of in excess of $20 million.

Core University services provided by the Academic Registrar's Group include: academic policy, student governance and complaints; program and course administration; student system configuration and management; admission; enrolments; student records administration; assessment support including special consideration and student progress; results and program completions; examinations; graduations; student communications; and customer service.

www.rmit.edu:au/academic-registrar

Position Summary

The Administrative Officer is responsible for key administrative tasks relating to Academic Statements and for coordinating the production of academic statements for students and schools. These tasks may include; producing Statements of Academic Completion, Qualification Statements and Statements of Attainment, archived and adhoc transcripts, providing award verification services, managing unit email and Service Now accounts and producing process documentation. This role is responsible for providing quality customer service, accurate information and advice to both students and RMIT staff regarding Academic Statements. This position is also responsible for the identification of data issues pertaining to academic statements including the provision of advice and assistance with resolving issues in line with University policies and procedures and suggesting process and system improvements.

Reporting Line

Reports to: Senior Coordinator, Academic Statements and Completions

Direct reports: 0

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.

Appointees are accountable for completing training on these and ensuring their knowledge, and the knowledge of their staff, is up to date.

Key Accountabilities

- Coordinate the timely production of academic statements. Produce and maintain manuals and documentation surrounding academic statements and provide staff training on the procedures.

- Monitor and respond to Unit email accounts.

- Exercise professional judgement and apply policies and practices facilitate the timely production of academic statements. Identify and analyse any issues arising with the production of these statements and provide accurate advice to Data Verification and other units for resolution. Provide advice to various clients regarding award verification and accuracy of the academic statements. Keep production statistics for reporting purposes.

- Work collaboratively with team to provide efficient and effective administrative support to processes including data verification, data entry, system testing, Help Desk problem resolution, emails and graduation related tasks.

- Identify and meet internal and external client needs in a timely and effective manner through building effective relationships and co-ordinating quality responses to queries; liaising closely with other areas of the organisation.

- Provide high administrative support for all academic statement functions.

- Identify opportunities for process improvement and build the necessary relationships to effectively meet outcomes and bring about change.

Key Selection Criteria

1. Highly developed communication, interpersonal and negotiation skills. Proven ability to develop and maintain strong working relationships.
2. Demonstrated ability to provide excellent customer service within tight timeframes.
3. Demonstrated ability to work independently and as part of a team.
4. Strong written and verbal communication skills.
5. Demonstrated ability to manage workflows and competing priorities, including ability to work under pressure.
6. Demonstrated ability to interpret and implement policies and procedures.
7. Proven ability to investigate and resolve complex problems
8. Proficient computer skills using People Soft, Microsoft Office, email and the internet with sound word processing and proof reading skills.

Qualifications and Experience

- Diploma or degree in relevant discipline and/or relevant and extensive experience.

- Experience within a university environment is highly desirable.

Qualifications and Experience

- Out of hours work may be required during the lead up to the Melbourne graduation ceremony.

Note: Appointment to this position is subject to passing a Working with Children check.

Endorsed	Signature:	**Approved**	Signature