

Position Description – Administrative Officer (Complaints), Integrity**Position Details**

Position Title:	Administrative Officer (Complaints), Integrity
Position Number:	NEW
College/Portfolio:	Education
School/Group:	Integrity Unit, Academic Registrar's 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=ewhlt73t01
Employment Type:	Continuing
Time Fraction:	1.0

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

College/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 125 EFT.

Core University services provided by the ARG 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.

This position sits within the ARG's Integrity unit, which oversees academic policy, student conduct, complaints, appeals and assessment support. This role will primarily assist with work within the Complaints team.

www.rmit.edu.au/academic-registrar

Position Summary

The Administrative Officer provides support towards the effective administrative processes and functions for RMIT's Integrity unit, with a focus on functions within the complaints and student conduct teams. The Administrative Officer will work collaboratively with the Senior Advisors within those teams and across the Integrity unit.

The Administrative Officer position will assist with the provision of frontline administrative support services and referral management for student and third-party complaints.

The Administrative Officer will also assist in maintaining and reporting on complaints data.

Reporting Line

Reports to: Complaints Coordinator, Integrity

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.

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

Integrity unit accountabilities:

- Provide administrative and data entry support to Integrity staff.
- Provide clear, timely and appropriate communication with all stakeholders.
- Assist with the production of reports and data as requested by Senior Advisors, Integrity.
- Assist with bookings and resources for Integrity meetings.

This role will primarily work within the Complaints team (within the Integrity unit)

Complaint team accountabilities

- Provide a welcoming and attentive point of reception for enquiries from complainants (prospective, current and past) and other stake-holders, which allows for a quick and effective response.
- Assist with the evaluation and assignment of complaints and review requests. This includes:
 - Liaising with complainants to clarify issues and obtain required information.
 - Managing the resolution of low level enquires or concerns.
 - Assisting the Complaints Coordinator and Senior Advisors with complex matters.
 - Referring or de-escalating complaints if the responsible area or subject matter is outside scope.
 - Identifying matters which require escalation, reporting or specific advice to complaint handlers.
 - Referring students, where appropriate, to RMIT support services.
- Generate regular and ad hoc data reports to the Associate Director, Integrity and the Academic Registrar.
- Assist the Complaints Coordinator to monitor progress of complaints and anomalies with records.
- Compile case files for executive, RMIT Ombuds or external review.
- Actively contribute to a positive workplace culture.
- Actively contribute to ongoing development of resources to support triage activities and decision-making.
- Actively contribute to continuous improvement of complaints management processes.

Key Selection Criteria

The successful candidate will be able to demonstrate:

1. Strong interpersonal skills.
2. An attention to detail and experience with data management.
3. A commitment to contributing to a positive experience for all who interact with RMIT services.
4. An ability to communicate information via multiple modes, e.g. phone, in person and in writing.
5. Analytical and problem-solving skills and exercise sound judgement.
6. Experience in handling sensitive and confidential issues.
7. Experience in being a proactive member of an administrative team, preferably in a higher education context.
8. Sound administration, record keeping and IT skills are essential
9. An ability to work in a self-directed manner, prioritise and meet deadlines.

Qualifications and Experience

Undergraduate qualification required or extensive work experience considered equivalent

Applicants with experience in a similar triage/ intake complaint handling role are strongly encouraged

Proven experience in the support and delivery of administrative services in the tertiary education sector or equivalent.

Demonstrated high-level computer skills using Word, Excel, databases, Internet and email with the focus on accuracy and attention to detail.

Note: This role will require satisfactory confirmation of a Working with Children Check.

Endorsed:	Signature: Name: Murray Alessandrini Title: Associate Director (Integrity) Date:	Approved:	Signature: Name: Connie Merlino Title: Associate Registrar Date:
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