



Position Description – Officer, Assessment Adjustments

Position Details

Position Title:	Officer, Assessment Adjustments
Position Number:	50058246
College/Portfolio:	Education
School/Group:	Assessment Support and Exams, 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
Employment Type:	Fixed Term to 2 October 2020 (parental leave replacement)
Time Fraction:	1.0

RMIT University

RMIT is a leading multi-sector university of technology, design and enterprise with more than 91,000 students and 11,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

Our purpose is to offer life-changing experiences for our students, and to help shape the world with research, innovation, teaching and industry engagement. With strong industry connections forged over 130 years, collaboration with industry remains integral to RMIT's leadership in education, applied and innovative research, and to the development of highly skilled, globally-focused graduates.

With three campuses in Melbourne (Central Business District, 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, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

We are also committed to redefining our relationship in working with and supporting Aboriginal 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

We're proud to share with you:

- The launch of our second **Reconciliation Plan for Dhumbah Goorowa**– a “**commitment to share**” - **an important step in our reconciliation journey.**
- RMIT University is an **Athena SWAN** member with Bronze Award accreditation and the College of Science, Engineering and Health is central to driving improvements in gender equality, diversity and inclusion, particularly in the Science, Technology, Engineering, Mathematics and Medicine (STEMM) disciplines.
- RMIT was placed **10th in the 2019 Randstad Employer Brand Research Awards**, up five spots from 2018.
- We were named as an **Employer of Choice for Gender Equality** by the Workplace Gender Equality Agency in 2019.
- We achieved **Gold Employer status for LGBTIQ** inclusion in the Australian Workplace Equality Index (AWEI) in 2018 and now in 2019.
- We were recognised as a **top five employer in 2018 for workplace accessibility** with the Australian Network on Disability.

RMIT Standings in university rankings

RMIT has a deep commitment to innovation, research and teaching, we are a 5-Star university under the QS Stars international evaluation system and are **238th globally in QS World University Rankings 2020** (moved up 12 places compared to 250th last year), being also 32nd in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index). Additionally:

- In the 2019 QS World University Rankings by Subject, RMIT was positioned 12th in the world (highest ranked in Australia) in Art and Design, 22nd in the world (fourth highest in Australia) in Architecture and the Built Environment, and 37th in Media and Communications. 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).
- In the 2018 QS Rankings by Subject, RMIT was ranked 11th in the world and number one in the Asia Pacific for Art and Design, and 26th in Architecture and the Built Environment. RMIT is also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Computer Science and Information Systems); Accounting and Finance; Business and Management Studies; and Communication and Media Studies. The 2018 Shanghai Ranking's Global Ranking of Academic Subjects highlighted RMIT's strength in Engineering and Technology in particular.
- In the specialised rankings, RMIT is ranked 77th in the QS Graduate Employability Rankings 2020 and 82nd in the inaugural Times Higher Education University Impact Rankings 2019.
- RMIT also ranks in the world's **top 400** in the 2019 Academic Ranking of World Universities and in the world's **top 400** in 2020 Times Higher Education World University Rankings.

For more information, visit rmit.edu.au/about

College/Portfolio/Group

The Education Portfolio is headed by the Deputy Vice-Chancellor Education and Vice President who leads the planning and implementation of the University's strategies related to RMIT's academic programs and the RMIT student experience. The Portfolio is responsible for services to support the quality of RMIT programs, including the professional development of academic staff, continuous improvement of the student experience, learning and teaching outcomes and the management of learning and research information sources.

The Education Portfolio plays a key role in empowering students to access education, participate actively in the life of the University and achieve successful and fulfilling lives beyond graduation. The provision of a stimulating and satisfying experience for students is a priority for the University.

The Academic Registrar's Group (ARG) is responsible for the administrative, policy and integrity activities of the University which relate to the student lifecycle. The ARG operating environment is highly complex, with a staff establishment of around 130 EFT and an operating budget of in excess of \$20 million.

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

For more information please see:

<https://www.rmit.edu.au/about/governance-and-management/organisation-structure/education-portfolio/academic-registrars-group>

Position Summary

The Officer, Assessment Adjustments responds to enquiries across multiple email accounts, including the special consideration and HESA remission email accounts, with a particular focus on queries concerning those processes. The Officer provides accurate advice and service, and timely information to stakeholders about the Assessment policy and related processes/procedures for which the unit is responsible. The Officer also assists in processing special consideration and HESA remission of debt in special circumstances applications and administrative tasks relating to these processes.

While primarily focussed on the aforementioned business activities, this role also undertakes academic progress, remission of debt in special circumstances and result related activities (and any other unit activities as required).

Occasional evening and weekend work and restrictions on annual leave may be necessary during peak periods.

Reporting Line

Reports to: Senior Coordinator, Assessment Adjustments

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

- Assist in management of service email accounts and respond to enquiries by providing timely and accurate information about assessment adjustment processes to students and staff in accordance with policy and processes/procedures.
- Maintain effective relationships with all relevant stakeholders internally and externally including students and other areas within the University. Use effective and professional communication in all interactions with internal and external contacts.

- Under general direction, adhere to established operational practices and standards particularly relating to special consideration and HESA remission of debt in special circumstances applications.
- Actively contribute to a positive culture and team environment via team discussion, feedback and identifying process improvements.
- Process special consideration applications and provide routine outcomes.
- Undertake administrative processes relating to HESA remission of debt applications and outcomes.
- Support other activities and processes of the unit as required, such as assisting with data entry, academic progress, results and exams related processes and responding to enquiries from staff and students on these matters.

Key Selection Criteria

1. Excellent written and verbal communication and proof-reading skills with the ability to listen, interpret and convey information (including relevant policy and procedural information) in a clear, concise, accurate and diplomatic manner.
2. Experience running complex administrative processes and adapting to process change.
3. Proficient computer skills and a high level of accuracy in data entry and typing, with attention to spelling, grammar and presentation. Demonstrated experience and ongoing learning with Microsoft Office and email applications. Experience with a Campus Solutions student management system is an advantage.
4. Strong interpersonal skills including the proven ability to build and maintain effective relationships with internal and external stakeholders and contribute effectively as a member of an administrative team.
5. Demonstrated ability to work flexibly, accurately (strong attention to detail) and efficiently with minimal supervision as a member of a team in a high volume, repetitive and pressured environment.
6. Demonstrated ability to maintain confidentiality at the highest level and respond to sensitive and difficult situations and communications in a diplomatic manner.

Qualifications

- Experience in a university, student services or customer service environment is highly desirable.
- Diploma or Degree in relevant discipline and/or relevant experience is also highly desirable.

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

Endorsed:	Signature: Name: Kathryn Wardill Title: Associate Director, Assessment Support and Exams Date:	Approved:	Signature: Name: Connie Merlino Title: Academic Registrar Date:
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