Position Description – Student Lifecycle Services Officer X3

Position Details

Position Title: Student Lifecycle Services Officer

Position Number: 30009106

College/Portfolio: College of Business

School/Group: Planning and Resources 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: Continuing

Time Fraction: 1.0 FTE

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](http://www.rmit.edu.au)
College of Business

As one of the largest Business Schools in the Asia Pacific region, the College of Business is comprised of seven schools – six 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 600 staff and delivers programs to approximately 31,000 students (21,000 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 and design. 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 Service Officers share responsibility for supporting effective delivery of student lifecycle services across programs, modes and locations. Each incumbent will work across the full range of activities associated with the student lifecycle including admission, credit assessment, enrolments, timetabling, and assessment; case managing student queries to a timely resolution.

Reporting Line

Reports to: Senior Coordinator, Student Lifecycle Services or Team Leader, Student Lifecycle Services

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 matters and ensuring their knowledge is up to date.

Key Accountabilities

1. Administer delivery of the full range of activities related to the student lifecycle across programs, modes and locations.
2. Provide a case management approach to student queries, ensuring a timely resolution within required Service Level Agreements, supporting Business Connect with front line provision of advice as required.
3. Work collaboratively with all members of the Student Lifecycle Group, providing clear, consistent and accurate advice and information to support all internal and external clients.
4. Apply relevant policies, practices and standards to organise and prioritise work, while using judgment to solve problems arising in own work area.
5. Prepare a range of written communications that may require interpretation and advice on issues relating to University Policy and Procedure, referring more complex matters onto more senior members of the team as required.
6. Work collaboratively as an effective and flexible member of the team; meeting team standards, by completing tasks in an accurate and timely manner; and working collaboratively to provide support to all team members.
7. Actively participate in College continuous improvement processes, identifying opportunities for improvement, providing feedback to relevant areas and contributing to the streamlining of academic service processes, communication lines and support services.
8. Maintain effective working relationships with all relevant stakeholders; use effective and appropriate communication in dealing with internal and external contacts.
9. Other duties as directed within the scope of this classification.
Key Selection Criteria

1. Experience in working accurately with detailed information and providing high-level administrative support in a university environment or similar large and complex organisation.
2. Demonstrated experience and expertise in the provision of quality customer service, including sound knowledge and consistent application of relevant University policy and procedures and the ability to provide advice.
3. Well-developed interpersonal and problem solving skills, with the ability to take the initiative in identifying and pursuing opportunities to improve existing practices and services.
4. Ability to build and maintain effective and productive relationships with a wide range of groups, both internal and external to the University.
5. Demonstrated experience of adapting to new technologies or systems.
6. Proven ability to work effectively as a flexible team member committed to achieving own and work team goals and priorities, and to continuous improvement.
7. Ability to prioritise tasks and meet deadlines in a demanding environment.
8. Desirable: Knowledge and understanding of the tertiary education sector.

Qualifications

Relevant tertiary qualifications and/or experience

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<tr>
<td>Name: Madelaine Sandall</td>
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<td>Title: Acting Senior Manager, Academic Services</td>
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<td>Name: Joanne Austin</td>
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