

Position Description – Industry Solutions Coordinator

Position Details

Position Title:	Industry Solutions Coordinator
Position Number:	NEW
College/Portfolio:	Design and Social Context
School/Group:	VE
Campus Location:	Based at the CBD campus, but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 6
Employment Type:	Continuing
Time Fraction:	1

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 18th in the world among universities less than 50 years old (2017–18 QS Top 50 Under 50 index). In the 2018 QS World University Rankings by Subject, RMIT is 11th in the world (highest ranked in Australia) in Art and Design, and 26th 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; Business and Management Studies, Education, Communication and Media Studies, and Development 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

The College of Design and Social Context (DSC)

The College of Design and Social Context encompasses RMIT University's renowned art, architecture, design, built environment, communication, and social science disciplines. The college has 24,500 students and over 1,000 staff.

The College's academic programs are generally market leaders and in high demand. Based on a strong foundation of practise led, industry partnered teaching and research, we aim to deliver skilled graduates with a deep sense of purpose, and high impact research and innovation.

School of VE

The DSC Vocational Education School delivers a range of educational programs from certificate to Associate Degree and industry training.

The School consists of three Industry Clusters:

- Media, Art and Communication (including Visual Arts, Media, Writing and Photography)
- Design and Technology (including Building Design, Industrial Design, Graphic Design, Fashion Design, Fashion & Textile Technology, Fashion Merchandising, Visual Merchandising and Interior Design)
- Social Futures (including Social Care, Translating & Interpreting, Tertiary preparatory education and teacher education preparation)

The School comprises over 200 staff, including core teaching and professional staff and is home to nearly 6,000 students.

Position Summary

The Industry Solutions Coordinator is responsible for the management of short course operations in the School of VE. They are responsible for the scheduling of courses, communicating with teachers, liaising with internal service areas, student enquiries, database management, preparation of class packs and materials and other administration duties as required. In addition, the Coordinator administers non-accredited products and services for industry clients.

Reporting Line

Reports to: Industry Solutions Manager

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

- Manage the day to day operations of short courses for the School, including:
 - Course scheduling;
 - Course confirmations, postponements and cancellations;
 - Stakeholder management (teachers, students, RMIT service areas);
 - Ordering and management of course materials in conjunction with teachers and technicians;
 - Compiling class packs with relevant documents and materials for teacher use;
 - Liaising with RMIT service areas to ensure a smooth student experience including student enquiries, room bookings, parking and security access.
- Work with industry clients to tailor course offerings to their needs.
- Maintain course descriptions on the RMIT Short Courses website and content for marketing purposes.

- Make effective use of the Education and Course Builder platform to streamline marketing, enrolment and review of short courses, micro-credentials and single courses offerings.
- Maintain a register of trainers for industry contracts and short course delivery.
- Other administrative duties as required.

Key Selection Criteria

1. Demonstrated experience in a senior administrative role with the ability to work proactively and autonomously.
2. Demonstrated experience in the provision of quality customer service, and in generating productive and efficient client and stakeholder relationships.
3. Highly developed organisational and planning skills, with a high level of attention to detail and the ability to prioritise tasks.
4. Excellent interpersonal, written and verbal communication skills.
5. Demonstrated capacity to work independently, show initiative and exercise discretionary judgment.
6. A knowledge and understanding of the tertiary education sector and product lifecycle models for non-accredited and accredited products and services.

Qualifications

Relevant degree or postgraduate qualifications and experience.

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

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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