



## Position Description–Manager, Student Lifecycle

### Position Details

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<b>Position Title:</b>	Manager, Student Lifecycle
<b>Position Number:</b>	P096506
<b>College/Portfolio:</b>	Vocational Education.
<b>School/Group:</b>	Planning & Resources.
<b>Campus Location:</b>	Based at the CBD campus but may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW 9.
<b>Employment Type:</b>	Continuing.
<b>Time Fraction:</b>	1.0 FTE.

### RMIT University

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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](http://rmit.edu.au/about)

### **The College of Vocational Education**

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The purpose of RMIT's College of Vocational Education is to empower learners and our industry, community and government partners to succeed in the new world of work. Our five-year strategic roadmap, [ALIVE@RMIT](#), purposefully guides everything we do in vocational education to deliver our vision: to position RMIT as a leading multi-sector provider with global impact and influence.

Led by our Deputy Vice Chancellor, the College of VE delivers vocational education to create unique experiences for our students and partners, so we can:

- lead in practice-based learning
- empower learners for the future of work
- engage impact and influence

### **Planning and Resources**

Our planning and resources function puts the student at the centre of our thinking through a precinct-based approach that delivers the right support where it is needed most. This enables us to deliver a consistent student and staff experience with differentiation between whole of college services and bespoke units or functions.

### **Position Summary**

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The Manager, Student Lifecycle will be responsible for leading and managing Student Lifecycle services to support students and the College areas of delivery. The role will support the management, implementation and uptake of student administration systems, resolution of student issues and enquiries, policies and procedures within the College and provides oversight of project and administrative support to the College's teaching staff and students.

This position will be pivotal to developing a culture of service excellence and will lead the Student Lifecycle team to develop and implement improvements that have a major impact on student satisfaction and on the effectiveness of College processes for a seamless student experience.

The Manager, Student Lifecycle will be expected to work in a consultative manner with key internal and external stakeholders and be accountable for providing expert advice on the implementation of university protocols, policy and procedure. The position will allocate resources appropriately and work closely with RMIT Connect to ensure service levels are exceeded for an excellent Vocational Education (VE) student experience.

### **Reporting Line**

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Reports to: Associate Director, Student Lifecycle & Delivery Services.

Direct reports: 4, Indirect approx. 50

### **Organisational Accountabilities**

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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**

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- Lead the Student Lifecycle team to develop and implement improvements that have a major impact on the University's financial and educational targets, student satisfaction and on the effectiveness of College processes.
- Foster co-operation and effective teamwork to promote effective delivery of services and assist teams to resolve problems in an open manner.
- Establish and maintain an inclusive student-centric service culture across the lifecycle cluster teams and contribute to cultural and work practice changes that promote an effective team working environment and a commitment to the provision of high-quality customer service.
- Provide timely, expert and authoritative advice and interpretation of student policy and procedures across a range of administration activities, working closely with the Manager, Delivery Services to ensure compliance with relevant regulatory bodies and government legislation.

- Provide strategic project and administrative support to the College's learning and teaching and quality improvement activities. Provide advice and support to program reviews, program development, renewal and amendment activities, and ensure alignment with College objectives and plans.
- Develop and maintain close working relationships with College and University L&T and student services groups to ensure effective coordination of activities, problem resolution, and communication and implementation of new student administration processes within VE.
- Use highly developed knowledge to resolve complex student and policy interpretation issues. Work collaboratively across the College in the resolution of student appeals and complaints and implement improvements arising from the analysis of recorded cases.
- Identify and meet internal and external client needs in a timely and effective manner through building effective and strategic relationships and developing quality responses to specialised or complex queries that impact the College.
- Proactively support the team and collaborate across the College to ensure efficient and effective delivery of services to both internal and external customers.
- Perform other duties as requested by the Associate Director.
- This role may be required to work across all Planning & Resources teams and functions to support the business throughout peak periods.

### **Key Selection Criteria**

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1. Demonstrated management skills with extensive experience in providing high-level support, advice and stakeholder engagement within a large complex organisation.
2. High level knowledge of L&T/student administration policies and procedures including demonstrated successful experience in policy and process development, process simplification, implementation and review.
3. Demonstrated ability to manage and provide leadership, both as a team manager and as a change agent within a large organisation.
4. Demonstrated conceptual, planning and organisational skills with the proven ability to lead projects, prioritise tasks and meet deadlines in a demanding environment.
5. Highly proficient in the Microsoft suite, databases and Customer Relationship Management (CRM) software, with experience in reporting and data analysis and information management.
6. Demonstrated effective interpersonal and negotiation skills including complaint handling, building and maintaining effective working relationships with a wide range of internal and external group for mutual benefit as well as the ability to influence key stakeholders in order to successfully achieve desired outcomes.
7. Demonstrated expertise in the areas of change management, quality management and project management.

### **Qualifications**

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Relevant tertiary qualification and extensive relevant experience in leading teams and projects.

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

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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