



Position Description – Senior Coordinator, Operations

Position Details

Position Title: Senior Coordinator, Operations

College/Portfolio: Vocational Education.

School/Group: Planning & Resources

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 8.

Employment Type: Continuing.

Time Fraction: 1.0 FTE.

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

The College of Vocational Education

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 Pro Vice Chancellor, the College of VE is reimagining how we deliver 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 industry and community at scale
- grow for impact and influence

The College of VE is delivering impact through transformation that creates long-term change.

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. The shared services model which underpins this team is designed to assist with flexible resourcing and service delivery to meet the cadence, requirements and nature of University business.

Position Summary

The Senior Coordinator, Operations will operate within the College of Vocational Education (CoVE) at RMIT University. The role will be responsible for all aspects of space management across College of VE. Compliance and utilization of space personas, aligning to IT assets and HSW requirements. The role is required to work closely with program areas, teaching teams and central areas such as Property Services, ITS and People.

This role is key to coordinate the facilities and HSW capacity related to events, such as Open Day and other College events.

This role will be required to work across all RMIT locations in Victoria and work across all College teams and functions to support the business throughout peak periods.

Reporting Line

Reports to: Manager, Operations. College of Vocational Education

Direct reports: 2

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

1. Lead, manage and develop the CoVE Facility and HSW teams to ensure effective and efficient delivery of services and maintain a harmonious service-oriented culture.
2. Coordinate space management for the CoVE. Includes setting and managing Space Management personas and guiding principles.
3. Maintain and report on Space Management information, compliance and access.
4. Development of processes for managing area risk, access and compliance, and work within the College and central areas to negotiate, operationalise and implement agreed outcomes.
5. Support the CoVE HSW Committees in meeting the required OHS obligations, keeping abreast of HSW legislation and policy, ensuring effective HSW structures and mechanisms are in place.
6. Chair facilities meetings to provide a forum for agreeing priorities in relation to space usage, equipment, hardware acquisition, maintenance, renovation and development.

7. Oversee the lifecycle of CoVE Software Assets. Representing the requirements of CoVE teaching.
8. Coordinate CoVE facilities and HSW capacity related to events, such Open Day and other College approved initiatives.
9. This role will be required to work across all RMIT locations in Victoria, including external sites from which we conduct business; and work across all College teams and functions to support the business throughout peak periods.
10. Coordinate and advise on continuous improvement processes, identifying opportunities for improvement, providing feedback to relevant areas and contributing to the streamlining of processes, events and support services to achieve a successful student and staff experience.
11. Perform other duties as requested by the Manager.

Key Selection Criteria

1. **People Leadership:** Experience in leading, motivating and managing a team of staff to be service-focused, flexible and responsive to changing needs.
2. **Asset and equipment management:** Experience in resource management that can demonstrate the ability to manage assets and equipment effectively, including planning, procurement, maintenance, and replacement. The ability to develop and implement asset management plans, scheduling maintenance activities, ensuring compliance with relevant regulations and standards, and managing inventory with the ability to identify opportunities for improving asset utilisation, reducing costs, and enhancing the overall performance of the College’s assets and equipment.
3. **Flexibility and adaptability:** Experience managing a broad and diverse remit of work with the ability to adapt to changing priorities, manage competing demands, and respond to unexpected challenges in a flexible and agile manner. Experience leading teams through change to be comfortable with ambiguity, while ensuring that the overall College goals are met.
4. **Continuous improvement mindset:** Demonstrated experience with identifying areas for improvement and implementing changes that increase efficiency, productivity, and profitability.
5. **Communication skills:** Demonstrated high level communication skills, both written and verbal, and the ability to maintain effective relationships internally and externally to deliver agreed outcomes. High level of digital literacy and IT skills and the ability to learn new technology quickly.
6. **Health, Safety and Wellbeing:** Experience with health, safety, and wellbeing management in the workplace. Experience working with relevant regulations and standards.

Qualifications

Relevant qualification and/or relevant OHS, customer service and administration experience.

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

Endorsed:	Signature: Name:	Approved:	Signature: Name:
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