



## Senior Operations Coordinator

### Position Details

---

<b>Position Title:</b>	Senior Operations Coordinator
<b>College/Portfolio:</b>	Education
<b>School/Group:</b>	Centre for Education Innovation and Quality
<b>Campus Location:</b>	Based at the City campus but may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW 8
<b>Employment Type:</b>	Continuing
<b>Time Fraction:</b>	1.0 FTE

### RMIT University

---

RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous 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.

## **Why work at RMIT University**

---

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

## **Education Portfolio / Centre for Education Innovation and Quality (CEIQ)**

---

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 Centre for Education Innovation and Quality (CEIQ) sits within the Education Portfolio under the direction of the Associate Deputy Vice Chancellor Education, Learning, Teaching and Quality.

CEIQ supports the attainment of academic standards across RMIT University. It provides an enterprise wide interpretive and evaluative function to ensure consistent process, practice and design in academic quality supporting continuous improvement and transparency in reporting of enterprise wide outcomes to key bodies and boards to support assurance compliance and enhancement.

CEIQ and its operations drive consistency in design and direction across RMIT University to support academic quality and continuous improvement of all accredited programs and products, enhancing our student and staff experience.

The Centre partners and collaborates with RMIT Colleges/Schools and other portfolios to support staff across the University to embed a culture of academic quality and enhancement.

## **Position Summary**

---

Reporting to the Senior Operations Manager (Quality and Enhancement), the Senior Operations Coordinator contributes to project governance planning, management, and delivery.

Supporting CEIQ and the strategic goals of the Education plan & portfolio and related objectives, gaining expertise in the relevant areas, developing all appropriate project materials, and carrying out related project tasks and activities. This includes ensuring project deliverables are efficiently organised and aligned, managing project interdependencies and related enablers; preparation and maintenance of project schedules and associated milestone reports; assessment of project statuses and progress, ensuring stages are documented correctly and that current issues, and risks and achievements are accurately reported to stakeholders and leadership; identify and analyse emerging risks and threats to

project implementation and recommend mitigation, minimisation and/or elimination strategies and procedures.

## Reporting Line

---

Reports to: Senior Operations 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.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

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

---

- Ensuring the efficient organisation and alignment of project deliverables, managing project interdependencies and enablers
- Prepare and maintain project schedules and associated milestone reports
- Assess project status and progress, ensure stages are documented correctly and that current issues, and risks and achievements are accurately reported to stakeholders and leadership
- Identify and analyse emerging risks and threats to project implementation and recommend mitigation, minimisation and/or elimination strategies and procedures
- Provide project governance support by undertaking administrative support for key project working groups, meetings or other activities including by producing written reports, meeting minutes and agendas
- Work collaboratively with key portfolios across the University
- Build rapport and relationships with key areas of the University to enable you to manage critical priorities/deadlines in the project environment and modify project plans where needed to compensate for emerging issues and needs
- Prepare and present comprehensive reports and other written and verbal briefings on matters of operational importance for a variety of audiences including University management committees
- Other duties as required by the Senior Operations Manager within scope of the classification

## Key Selection Criteria

1. Demonstrated knowledge and experience of project work in a complex education setting
2. Demonstrated high-level writing skills and reporting skills, with an ability to demonstrate flexibility across a range of purposes, audiences, and styles.
3. Strong analytical and problem-solving skills
4. Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, synthesise broad data and analyse at a detailed level to provide a general understanding

5. Good communication, presentation, and interpersonal skills, including the ability to build and maintain effective relationships with internal and external stakeholders.
6. Demonstrated strong organisational skills and the ability to effectively plan, prioritise and manage projects according to designed project plans and timelines.
7. Ability to work in a fast-paced environment, demonstrating flexibility and adaptiveness to changing situations and scenarios
8. Project lifecycle experience understanding and leading a team through planning and delivery of projects in their entirety.

**Qualifications**

---

A relevant tertiary qualification and/or extensive relevant experience.

**Desirable**

---

- Understanding of the tertiary education sector
- Project management certification

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working with Children Check is a condition of employment at RMIT.

<b>Endorsed:</b>	Signature: Name: Dale Leszczynski Title: Associate Director, Enablement and Operations Date:	<b>Approved:</b>	Signature: Name: Shona Leitch Title: Associate DVC, Education Date:
------------------	--	------------------	--