



## Position Description – Lead, Workforce Operations

### Position Details

---

|                               |                                                                                                                       |                      |                                   |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------------------|
| <b>Position Title:</b>        | Lead, Workforce Operations                                                                                            |                      |                                   |
| <b>College/Portfolio:</b>     | STEM College                                                                                                          | <b>School/Group:</b> | Operations & Service Optimisation |
| <b>Team:</b>                  | Workforce Operations                                                                                                  |                      |                                   |
| <b>Campus Location:</b>       | Primarily based at the City campus, and the potential to work across other RMIT campuses as required (i.e. Bundoora). |                      |                                   |
| <b>Classification:</b>        | HEW 8                                                                                                                 |                      |                                   |
| <b>Employment Type:</b>       | Fixed term (Secondment backfill)                                                                                      |                      |                                   |
| <b>Reporting Line:</b>        | Associate Director, Operations & Service Optimisation                                                                 |                      |                                   |
| <b>No. of Direct reports:</b> | 5-10                                                                                                                  |                      |                                   |

### RMIT University

---

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. 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 campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

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

### Why Join RMIT?

---

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



**Inclusion Imagination Integrity Courage Passion Impact**

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

## Organisational Accountabilities

---

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

## Leadership at RMIT

---

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be–Know–Do* Leadership Model:

**Be** – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

**Know** – We are self-aware, and understand our stakeholders, our sector and priorities.

**Do** – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

## The STEM College

---

The STEM College holds a leading position and expertise in the science, technology, engineering, mathematics, and health (STEM) fields. We are uniquely positioned to influence and partner with industry as never before.

The STEM College is a community of exceptional STEM researchers, teachers, inventors, designers and game-changers, supported by talented professional staff. We offer higher education programs across all STEM disciplines at the Bachelor, Master and PhD levels, and ensure our students experience an education that is work-aligned and life-changing.

The College is renowned for its exemplary research in many STEM areas including advanced manufacturing and design; computing technologies; health innovation and translational medicine; nano materials and devices; and sustainable systems. Our brilliant researchers attract funding from government and industry sources.

Industry is at the heart of what we do. It ensures our research has real world impact and our students are truly work-ready. We have established new hubs of industry-connected digital innovation and endeavour and are engaging with global STEM organisations at scale.

Our diversity and shared values empower our work, and we are proud of the College's inclusive, caring culture. We offer a safe, dynamic work environment, and support every member of our community to

achieve their potential. The College appointed Victoria's first ever Dean of STEMM, Diversity & Inclusion in 2020, and this role drives gender equity, diversity and inclusion strategies across the College.

The STEM College employs 1,000 staff who deliver onshore and offshore programs to approximately 20,000 students.

We are here to positively impact the world and create the next generation of STEM leaders.

<https://www.rmit.edu.au/about/schools-colleges/stem-college>

## **STEM College Operations**

Under the leadership of the General Manager, the College Operations Group comprises the following functions

- Student Lifecycle
- Operations & Service Optimisation
- Facilities & Technical Services
- Program Lifecycle & Governance
- Business Development & Partnerships

Together, they provide comprehensive, end-to-end professional support that underpins the strategic and operational success of the College, ensuring alignment with University policies and procedures.

## **Position Summary**

---

The Lead, Workforce Operations provides leadership, oversight and governance of workforce services across the STEM College. The role is responsible for ensuring consistent, compliant and efficient delivery of workforce processes and specialised workforce activities, including casual workforce administration, academic promotions, staff lifecycle activities and workforce reporting.

The position leads the design and continuous improvement of workforce services, provides oversight of specialised workforce activities, and ensures alignment with University policy, systems and standards, while enabling College and School stakeholders through guidance, process advisory and structured service delivery.

The role is a key point of escalation for complex workforce matters and works closely with the Associate Director, Operations & Service Optimisation to drive service optimisation, strengthen governance and improve the overall staff experience.

## **Key Accountabilities**

---

- Lead, coach and develop team members, building capability to support service delivery and continuous improvement, while fostering a high-performing, collaborative culture of accountability and service excellence.
- Provide oversight, advice and support on workforce processes and systems including recruitment, onboarding and induction activities, contracts, contingent worker and affiliate arrangements and compliance requirements, and other complex or sensitive workforce matters across STEM College.
- Lead and oversee academic promotions and specialised workforce activities, providing governance, stakeholder management, policy interpretation and escalation support, while ensuring effective operational delivery to meet University requirements.
- Actively raise issues and provide considered input into workforce-related discussions in collaboration with the Associate Director, contributing to service improvements and effective workforce practices.

- Oversee workforce reporting and data integrity, providing insights on workload, demand and performance to inform decision-making, resourcing and continuous improvement.
- Lead service optimisation and continuous improvement initiatives, identifying process gaps and driving standardisation, automation and improved use of systems, while overseeing the development and maintenance of workforce resources (e.g. STEM Hub, STEMMY, guides and templates).
- Provide advice and contribute to the development and maintenance of workforce-related policies, procedures and guidance to ensure compliance with organisational and legislative requirements.
- Be accountable for own workload, decisions and actions, consistently demonstrating RMIT's values and positively influencing team culture.
- Undertake other duties as required within the scope and classification of the role, as directed by the Associate Director, Operations and Service Optimisation.

### **Relevant Key Selection Criteria**

---

1. Demonstrated experience leading service-based teams to deliver consistent, high-quality operational outcomes, including coaching, developing and managing team performance.
2. Strong understanding of workforce processes, systems and compliance requirements, ideally within a higher education environment.
3. Proven ability to establish and maintain governance frameworks, ensuring consistent application of policies, procedures and standards.
4. Experience driving continuous improvement, including process standardisation, automation and service optimisation.
5. Strong stakeholder engagement and advisory capability, with the ability to influence and guide senior stakeholders.
6. Highly developed analytical skills, including the ability to interpret data, identify trends and provide insights to inform decision-making.
7. Demonstrated capacity to exercise sound judgement, work independently and manage competing priorities in a high-volume operational environment.
8. Demonstrated knowledge of, and ability to interpret and apply, relevant policies, procedures and standards, providing practical and consistent operational advice.
9. Highly developed written and verbal communication skills, with the ability to prepare clear, concise reports, briefings and correspondence, and facilitate effective discussions.
10. Strong relationship management and negotiation skills, with the ability to work effectively with College leadership, academic and professional staff, and central service partners.
11. High-level digital and systems capability, including proficiency in business systems, spreadsheets, databases and reporting tools to support operational management and data integrity.

### **Qualifications**

---

Relevant qualification and/or relevant industry experience.

### **Working with Children Check**

---

Appointment to this position is subject to holding a valid Victorian 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.