

VET Student Loan Project Manager

About the business and the role

Greenhill Education Group Australia Pty Ltd trading as RGIT Australia is a leading vocational education provider in Australia and one of Australia's most competitive providers. With a founding principle of delivering excellence in training, RGIT Australia is proud to offer a learning environment that pays particular attention to quality teaching, student welfare and to fostering equal educational opportunities for students of all ages.

RGIT Australia, situated in Melbourne's CBD, is looking for a highly motivated and dedicated VET Student Loan (VSL) Project Manager to work within the Institute's Academic Department.

This is a **full-time** position.

Position Responsibilities

- Ensure all department operations are conducted in accordance with RGIT's policies and procedures, government legislations, regulations, standards, and other relative guidelines.
- Lead and manage the VSL operations to ensure the highest level of customer support services for students regarding advisory services, counselling support and students activities and needs.
- Lead the project for the development of the VSL program at the Institute, ensuring operational targets are met.
- Coordinating and managing the VSL operations.
- Oversee relevant policies and procedures for the department and collaborate with others for their development and assurance of the Institute's compliance requirements.
- Ensure programs are satisfactorily organised with staff (i.e. trainers), resources and materials allocated accordingly.
- Responsible for providing VSL counselling to prospective students and to other stakeholders.
- In compliance with Department of Education regulations, maintain active case files on each student from allocation through repayment or cancellation.
- Develop, implement, and facilitate training related to comprehensive application assessment.
- Responsible for evaluating complete applications of students and has lead responsibilities.

To be considered for this position, applicants need to have the following:

- Bachelor's level qualification in a field relating to Business Administration/Management is required.
- A minimum of one (1) year of progressive leadership experience (expertise developing policies and procedures to promote continuous improvement, and specialised understanding of student success practices) is required.

- Extensive knowledge of Department of Education rules and regulations related to VSL.
- Demonstrated knowledge and understanding of the Australian Skills Quality Authority, training packaging requirements, AVETMISS and experience with domestic students.
- Demonstrated customer service, oral and written communication and presentation skills.
- Skills and knowledge with Microsoft Office 365 programs and Google drive suite.
- Developed organisational skills including the ability to prioritise, manage complex tasks and projects and meet competing deadlines whilst maintaining accuracy and attention to detail.
- Ability to maintain composure, balance workload and conflicting priorities and effectively handle difficult situations.
- Demonstrated successful experience in managing and leading a team of professionals in pursuit of excellence in service quality and delivery.
- Demonstrated interpersonal, negotiation and communications with the ability to interact with all levels of staff, students, agents, host employers and other stakeholders.

To be successful in this job you will be a highly motivating and engaging individual with outstanding presentation skills that set you apart from others. You will have a proven track record of leadership in a work environment with demonstrated highly developed oral and written communication skills.

This position offers excellent career opportunities in a friendly and supportive work environment.

RGIT Australia is an equal opportunity employer. We are dedicated to attracting, retaining, and developing our people regardless of gender identity, ethnicity, sexual orientation, disability and age. Applications are encouraged from all sectors of the community, and we strongly encourage applications from the Aboriginal and/or Torres Strait Islander communities.

If you believe you are qualified and suitable for this position, please submit your cover letter together with your resume to hr@rgit.edu.au.