

POSITION DESCRIPTION

Position Details

Position Title:	Student Experience Coordinator
Reporting To:	Manager, Student Experience Special Projects
Unit / Group:	Academic Pathways
Direct Reports:	None
Salary Classification:	Corporate Services D2
Date:	April 2026

Position Summary

RMIT UP has a vision to be a leader in student experience amongst Australian Pathway Colleges. The role of the Student Experience Coordinator (SEC) is to collaborate with the Manager Student Experience & Special Projects (MSESP) and the Director Wellbeing and Student Experience (DWSE) to plan and implement the student engagement strategy in order to provide an enhanced student experience for international pathway students to ensure they are “RMIT Ready”.

The SEC will work closely with the MSESP and the DWSE to deliver targeted initiatives that support the various Pathway student cohorts. A major component of the position is to conceptualise and devise a suite of student engagement programs designed to enhance the student experience and deliver on the RMIT UP strategy.

The incumbent will coordinate and deliver Orientation, Sporting Activities, Excursions and Outdoor programming, as well as contributing to campus activations, social programming, wellbeing and recreational opportunities that provide students with the opportunity to connect with each other. The SEC will promote opportunities provided by RMIT UP and RMIT University to facilitate students’ interaction with the university and build a campus culture that is vibrant and engaging.

The role will be involved in key milestone events that are critical to the student experience and will collaborate with the MSESP, DWSE and Student Experience & Wellbeing colleagues in the design, delivery and continuous improvement of orientation, special events and programs for pathways students to ensure a smooth entry to RMIT UP, and a seamless and successful transition to RMIT University.

The SEC will develop strong relationships across RMIT UP, RMIT University and the larger Student Experience network to enhance the delivery of sustainable practices, awareness raising around sustainability and activations that support students in making better choices.

The SEC will contribute to the production and publication of Student News by researching, writing and liaising with news sources across RMIT UP, RMIT University and the larger sector.

The position is student facing and requires a strong on-campus presence. The incumbent will take a hands-on approach and actively participate in all aspects of events and activities. It also involves some weekend and evening work outside the normal span of hours, by negotiation.

Position Accountabilities

Program Design, Planning and Delivery

- Be responsible for the planning, coordination, administration, delivery and review of all Orientations, including liaison and communications with academic and professional staff, venue bookings, necessary compliance aspects, updating of handbooks, liaison with facilities staff, event set-up and set-down, liaison

with caterers, communications with students, gathering survey data, documentation and social media posts.

- Be responsible for the research, coordination and planning of all operational aspects of excursions, including scheduling and bookings, promotion, undertaking risk assessments, managing consent for underage students, responsibly managing the safety of students, organising and briefing staff, guardians and educators as necessary.
- Collaborate with the Student Experience team in the design and implementation of a social and recreation activities program to provide a balanced range of activities that responds to students' stated needs and preferences.
- Contribute to the research, budgeting, designing and delivering of creative programs and workshops that effectively engage different cohorts of students.
- Contribute to the writing, designing and production of digital and printed content ie. Student News, Slide Decks for classrooms, event-specific communications, student interviews for use in social media, materials that support orientation, and resources for Canvas.
- Work closely with the MSEP to support the design and delivery of special projects including: theatre productions, exhibitions, podcasts, radio broadcasts, workshops, community rituals, professional development and other projects to: enhance belonging and preparedness for transition, celebrate our community, offer opportunity for student co-design and student voice, mark/commemorate particular times and significant occasions.
- Contribute to the coordination of the Student Ambassador Program, including recruitment, professional training, regular meetings, communications, engagement which privileges the student voice.
- Contribute to the curation and installation of visual arts exhibitions on campus and online, liaising with students to produce videos, deliver artworks and organise payments.
- Liaise and collaborate with academic and support staff to ensure the program of events complements other initiatives that may be scheduled across the college or university.
- Work with student cohorts to help shape the activities program by providing them the opportunity to celebrate their culture and contribute meaningfully to the design and delivery of such activities.
- Promote RMIT University offerings and local community opportunities in a timely manner.
- Assist students to research volunteering opportunities (as appropriate).
- Promote a culture of inclusion, fun and vibrancy to enhance student experience, engagement, success and satisfaction and prepare students to be RMIT Ready.
- Develop opportunities, articles and activations that focus on sustainability to educate and inspire the student cohort.
- Support the efforts of the Marketing and Communications team by capturing content and contributing to agent events.

ORIENTATION, GRADUATION AND HIGH-PROFILE PROMOTIONS

- Deliver the student orientation program, liaising with relevant stakeholders, organising related student events and activities and delivering presentations to new students.
- Organise and implement engagement programs for newly arrived students including the First 30 Days program and city-based excursions.
- In collaboration with staff across the college, design and deliver engaging and meaningful occasions for Foundation Studies students, Fast Track students and RMIT UP English students.
- Other tasks as required including engagement programming for RMIT UPs offshore students.

STUDENT DEVELOPMENT – AMBASSADOR PROGRAM

- Contribute to the Student Ambassador Program including all elements of recruitment, training and periodic review of the program against its stated objectives
- Engage and collaborate with the Student Ambassadors to give them a voice and enhance their social and leadership skills, for them to be successful in their roles.
- Support students to obtain volunteer opportunities within RMIT UP and the wider community.

Organisational Accountabilities

- Act at all times in accordance with the RMIT UP's Code of Conduct
- Work in accordance with RMIT UP's policies and procedures
- Follow safe work practices for self and others and comply with the RMIT UP's Occupational Health and Safety management system
- Proactively work towards achieving individual and team goals, whilst demonstrating RMIT UP's core

- competencies and values
- Actively engage in professional development opportunities and embrace learning opportunities.
- In addition to the position accountabilities all employees are expected to undertake any reasonable tasks as directed

Qualifications, Knowledge, Skills & Attributes

Essential

- Completion of a relevant degree, or a combination of equivalent skills and experience
- Demonstrated ability both collaborate and work independently, resolve problems and engage in continuous improvement to enhance the effectiveness of the role
- Demonstrated ability to bring a creative and innovative approach to student engagement
- Outgoing and confident with public speaking
- Excellent customer focus and commitment to high level service delivery
- Highly developed administrative, time management and organisational skills
- Ability to form and maintain a network of contacts within RMIT UP, RMIT University and the broader community for the benefit of the team
- High level of self-motivation, enthusiasm and confidence
- Flexibility with working hours in order to conduct activities outside the usual span of hours
- Current Working with Children Check and First Aid certificate (or willingness to complete training)
- Driver's license
- Strong interest in different sports and outdoor activities
- Experience with organizing and leading excursions including a strong understanding of risk management

Desirable

- Experience working with clients or students from diverse cultural and linguistic backgrounds
- Ability to communicate in a language other than English
- Practical knowledge of student recruitment processes and career guidance
- Ability to use the Adobe Creative Suite or Canva
- Mental Health First Aid qualification or willingness to complete one

Competencies

- Refer to relevant position level in RMIT Training Competency Framework

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- 1.0eft or 0.8eft by negotiation

Acceptance of Position Description

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood and accept the responsibilities and accountabilities as outlined in this position description.

Incumbent signature: _____

Date: _____