



Position Description – Coordinator, Student Advice

Position Details

Position Title:	Coordinator, Student Advice
College/Portfolio:	STEM College
School/Group:	STEM College Office
Campus Location:	Primarily based at City campus, and the potential to work across other RMIT campuses as required.
Classification:	HEW 7
Time Fraction:	1.0 FTE
Employment Type:	Continuing
Fixed Term Reason:	N/A
Reporting Line:	Senior Coordinator, Student Advice
No. of Direct reports:	5-6

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.

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.

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 lifechanging.

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. Under the leadership of DVC STEM College & Vice President, Digital Innovation, 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 of achieve their potential. The College appointed Victoria's first ever Dean of STEM, Diversity & Inclusion in 2020, and this role drives gender equity, diversity and inclusion strategies across the College.

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: [STEM College](#)

STEM College Office

The STEM College Office Professional staff provide exceptional and efficient support to the College.

The Learning, Teaching and Quality teams support:

- Quality Enhancement
- Learning and Teaching support

The Professional shared services Group delivers service to all four School across five distinct functions:

- Student Lifecycle
- Planning & Operations
- Technical Services
- Program Lifecycle & Governance
- WIL & Engagement

Relevant digital solutions – such as Workday – are used by the five teams to streamline processes and drive operational efficiencies. The Group's end-to-end professional support ensures a consistent approach to the operational and strategic functioning of the College and adherence to University policies and procedures.

The STEM College Office professional staff are instrumental in providing students with a transformative and enriched learning experience, and in supporting our research and engagement administration activities. Centralised in the STEM College Office, at our City and Bundoora campuses, professional staff members have opportunities to cross-skill, engage in professional development and develop their own career paths.

Position Summary

The Coordinator, Student Advice is responsible for leading a student services team and providing a point of escalation and resolution. This position is primarily responsible for supporting staff to deliver accurate, efficient, prompt, professional service to STEM College students.

The Coordinator, Student Advice works collaboratively with key internal and external stakeholders and service users in order to deliver high quality service, to lead and coach a team, and to support the Senior Coordinator, Student Advice in driving innovation and improvement.

As part of the leadership team, the Coordinator, Student Advice is expected to establish and maintain a student and academic-centred service culture within the Customer Service group and contribute to cultural and work practice changes that promote effective team working and a commitment to quality in service provision.

This role may be required to work extended and/or flexible hours during peak service periods.

Key Accountabilities

- Provide day to day deployment, support, supervision, management and coaching to student facing staff.
- Deliver training and development to student facing staff to ensure efficient and effective delivery of high-quality academic administration.
- Serve as the key point of escalation for contact team enquiries to ensure coordinated, consistent, expert academic administration advice and support.
- Supervise contact team workflow, ensuring staff are efficiently allocated to all service channels.
- Provide clear performance expectations, regular feedback and document performance outcomes, ensuring excellent performance is nurtured and rewarded and opportunities for improvement are identified and addressed.

- Ensure operations within scope of this role are completed in a timely and thorough manner, in compliance with RMIT Academic calendars and college deadlines.
- Provide expert advice regarding College and University policies and procedures and ensure compliance.
- Maintain excellent relationships with stakeholders and work to influence teams and other stakeholders to achieve Student Lifecycle operations objectives.
- Work collaboratively with the Senior Coordinator, Student Advice, Senior Student Advisors, Student Lifecycle Services leaders, and key academics to identify improvement opportunities and provide innovative solutions to problems
- Develop and distribute high volume student communications on behalf of the Student Lifecycle team.
- Represent the Student Advice team in various University and College policy, process and systems working groups/meetings and attend stakeholder meetings across STEM schools, or as required.
- Be accountable for your own actions and workload to positively influence the team culture and consistently demonstrate RMIT's values.
- Assist other teams across the portfolio and College as required within the scope of this classification.
- Other duties as directed within the scope of this classification.

Key Selection Criteria

Essential:

1. Highly organised with a proven ability to work independently, use initiative, prioritise tasks and meet deadlines with excellent attention to detail and commitment to continuous improvement.
2. Demonstrated high-level understanding of academic administration and student service operations and ability to interpret and apply policies and procedures and provide accurate advice.
3. Demonstrated ability to lead and encourage a collaborative and co-operative team, working within tight timelines.
4. High level communication skills with the ability to conduct meetings effectively.
5. Well-developed analytical and problem-solving skills and demonstrated ability to develop and implement innovative solutions whilst working to competing deadlines in a complex and dynamic environment.
6. Demonstrated initiative and well-developed interpersonal skills, including the ability to influence, negotiate, promote and maintain strong working relationships, and to effectively collaborate with people beyond the immediate team to achieve organisational objectives.
7. Demonstrated high-level computer skills using Word, Excel, databases, Internet and email with the focus on accuracy and attention to detail.

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.