



Position Description – Coordinator, Student Advice

Position Details

Position Title:	Coordinator, Student Advice
College/Portfolio:	STEM College
School/Group:	STEM College Office
Campus Location:	Based at the City campus (with attendance at Bundoora campus to support a co-located team), however, may be required to work and/or be based at other campuses of the University.
Classification:	HEW7
Employment Type:	Fixed Term until October 2026 (parental leave cover)
Time Fraction:	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 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>

STEM College

STEM College holds a leading position and expertise in the Science, Technology, Engineering, Mathematics, Health and Aviation (STEM) fields. We are uniquely positioned to influence and partner with industries.

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. 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 to 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 over 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 Office Professional Staff

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 five Schools across five distinct functions:

- Student Lifecycle
- Planning & Operations
- Technical Services
- Program & 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 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.

The Coordinator, Student Advice may need to work flexible hours during peak periods. Leave restrictions may apply.

Reporting Line

Reports to: Senior Coordinator, Student Advice

Direct reports: 5-6 for line management purposes. Up to 10 for day-to-day deployment.

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

- Manage the deployment, support and coaching of student facing staff across service channels (phone, webchat, CRM, face-to-face, EDM, SMS, virtual appointments, etc.) ensuring adequate team resourcing and allocation (including self-delivery during peak times).
- Deliver training, information and development initiatives to ensure high-quality service and administration.
- Serve as a key escalation point for team enquiries to ensure coordinated, consistent, expert advice and support.
- Provide clear performance expectations and regular feedback. Manage quality and document outcomes, ensuring excellent performance is nurtured, achievements are celebrated, and improvement opportunities are identified and addressed to foster a high-performing team culture, focused on continuous improvement.
- Ensure timely and accurate completion of portfolio operations aligned to academic calendars and deadlines.
- Develop and distribute high-volume student communications to proactively support student needs.
- Represent Student Lifecycle in university-wide working groups and stakeholder meetings to provide expert advice regarding College and University policies and procedures and ensure compliance.
- Maintain strong stakeholder relationships and collaborate across Student Lifecycle and with key academics to identify opportunities to deliver innovative improvements to operations, documentation, systems and service.
- Be accountable for own actions and workload, positively influencing the team, demonstrating 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

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, with the ability to coordinate customer-focused service teams and interpret and apply policies and procedures to deliver clear, accurate and timely information and advice.
3. Proven rapport building skills with the ability to provide support and coaching to shape a collaborative team.
4. High level communication and presentation skills including 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 interpersonal skills, with the ability to influence, negotiate, and build productive relationships to achieve organisational objectives.
7. Proven capability, confidence and accuracy using software applications and large-scale enterprise systems to support service delivery and operational effectiveness.

Qualifications

Relevant qualification and/or relevant industry experience in a similar role. Team leadership experience desirable.

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.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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