



Position Description – Coordinator, Student Conduct

Position Details

Position Title: Coordinator, Student Conduct

College/Portfolio: Education **School/Group:** Students

Campus Location: Primarily based at the City campus, with hybrid ways of working.

Classification: HEW 7 **Time Fraction:** 1.0

Employment Type: Fixed Term (secondment backfill: 27 July 2026 to 16 July 2027)

Reporting Line: Senior Advisor, Student Conduct

No. of Direct Reports: NIL

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.

Education Portfolio

The Education Portfolio is headed by the Deputy Vice-Chancellor Education and Vice President who leads the planning and implementation of the University's strategies related to RMIT's academic programs and the RMIT student experience.

The Portfolio is responsible for services to support the quality of RMIT programs, including the professional development of academic staff, continuous improvement of the student experience, learning and teaching outcomes and the management of learning and research information sources.

The Education Portfolio plays a key role in empowering students to access education, participate actively in the life of the University and achieve successful and fulfilling lives beyond graduation. The provision of a stimulating and satisfying experience for students is a priority for the University.

Students Group

The Students' Group shapes, designs and delivers key student services and experiences to prepare RMIT students for study, life and the global workforce.

We work in partnership with students, academics, professional staff, industry and the community to deliver transformative student experiences that improve access, participation, retention and success for all RMIT students.

Our objectives are to:

- Shape, co-create and inform an inclusive, safe, industry-engaged and global student experience
- Deliver impactful, connected service, care and development opportunities at scale, and to
- Engage, empower and value each other so that together we can make a difference.

We welcome a diversity of perspectives and are inclusive in our approach to work. We are aligned in our passion for having a collective and positive impact on the student experience at RMIT. Our team is comprised of talented and motivated people from a range of professional disciplines and backgrounds, at various stages of their careers and including RMIT students.

We are a values-led organisation, and we value imagination, agility, passion, inclusion, courage and impact.

The Group is led by the Executive Director, Students.

Position Summary

The Coordinator, Student Conduct is an operational role in the Student Integrity team. The role is responsible for managing the end-to-end case management and administration of all activities relating to student conduct cases. They also provide secretarial support for Senior Officer and Student Conduct Board hearings, ensuring efficient and effective delivery while continuously improving all aspects of student conduct case management. The role provides expert advice, guidance, and support in the timely management of student conduct cases, provision of academic conduct reports for students, ensuring fairness, consistency, and adherence to both institutional regulations, policies and procedures and relevant external legislation and codes. The Coordinator liaises with key stakeholders, including students, subject matter experts and relevant operational areas to ensure the accurate assessment of student conduct cases, provide strategic advice and devise solutions to policy-based issues. The Coordinator assists in identifying and reporting on systemic, policy, and procedural issues, collates data (and drafts relevant commentary) for Committee and/or Board submissions, and arranges implementation of any recommendations thereafter.

As workload permits, the Coordinator also assists the University Appeals team where required, including hearing preparation and secretary duties. The Coordinator may also be required to assist the Assessment Support team during peak workload periods.

This role requires the ability to exercise professional judgement and initiative, and to communicate skilfully with all stakeholders involved in the student conduct processes.

Restrictions on annual leave may be necessary during peak periods.

Key Accountabilities

- Receive, review, triage and process student conduct cases and manage these in the case management system (Salesforce). Conduct thorough reviews and analysis of the cases, ensuring relevant evidence and information, and assess the merits of cases based on institutional regulations, policies and procedures and relevant external legislation and codes and provide support to Senior Officer/Student Conduct Board decision makers to manage cases end to end.
- Manage complex and high-risk cases through sensitive and appropriate case management. Maintain and oversee clear, timely and appropriate communication with all stakeholders until cases are resolved.
- Liaise with students, staff, and relevant external stakeholders to address inquiries and concerns related to student conduct and provide expert policy interpretation/application and continuous improvement advice to members of the University community. This includes coordinating responses to both internal and external parties.
- Provide clear and concise outcome determinations to students which are comprehensive and in accordance with University regulations, policies and procedures and any relevant external legislation and codes.
- Provide guidance and support to students and executive, teaching and administrative staff members involved in student conduct concerns, including assistance with navigating the process, providing information on relevant regulations, policies and procedures, and answering questions.

Provide strategic advice and guidance on the student conduct process, including advising timelines, case management system use, resources and templates, potential outcomes, and options for compliant resolution/s.

- Coordinate the scheduling, organisation, effective delivery and management of Senior Officer and Student Conduct Board hearings, including acting as the Secretary and providing high-level administrative support to Board members, ensuring hearings are convened in accordance with the University's Regulation timelines and standards and that deliberations are accurately and appropriately recorded.
- Advise and support decision-makers in the Student Conduct process, ensuring fair and equitable outcomes. Maintain confidentiality and impartiality throughout the process and ensure that all parties involved understand their rights and responsibilities.
- Analyse data related to student conduct and assist in preparing comprehensive summaries, reports and recommendations on case outcomes, trends, opportunities for potential policy, systemic and administrative changes and areas for improvement.
- Contribute to the development, review, and maintenance of student conduct-related policies and procedures and ensure that operations are aligned with these and tertiary best practices in student conduct management.
- Work collaboratively and develop productive relationships with key stakeholders across the university to ensure that cases are handled in a timely, fair, and consistent manner. Develop and maintain relationships with other areas, such as legal services, that may be involved in the process.
- Other equivalent duties as requested, including assisting the University Appeals and Assessment Support teams as required during periods of peak workload.

Key Selection Criteria

Essential:

1. Demonstrated experience within the tertiary sector, particularly around student, academic and university governance (particularly the provision of executive support to formal committees) and policy matters.
2. Ability to work autonomously with a high level of output, professional judgement and a demonstrated ability to analyse complex information, solve problems and provide solutions.
3. Excellent written and verbal communication skills, cultural understanding and sensitivity.
4. Proven capacity to negotiate solutions and outcomes in a complex and ambiguous environment informed by an understanding of relevant legislative and policy frameworks within the tertiary sector.
5. Demonstrated ability to pay attention to detail, strong administrative skills and a demonstrated understanding of accurate record keeping.
6. Resilience, with a proven ability to work under pressure and achieve outcomes within short time frames.
7. Excellent interpersonal communication and relationship building skills, including the ability to influence and communicate with a wide range of people across and external to the University and in a wide range of cultural and communication contexts.
8. Experience in policy interpretation and application, and identification of opportunities for policy, systemic and administrative changes/improvements.

Qualifications

Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.

Extensive experience as a committee secretary and/or in student conduct management, is desirable.

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.