



## Coordinator, Student Voice

### Position Details

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| <b>Position Title:</b>    | <b>Coordinator, Student Voice</b>  |
| <b>College/Portfolio:</b> | Education Portfolio  |
| <b>School/Group:</b>      | Students Group   |
| <b>Campus Location:</b>   | Based at the City campus, however may be required to work and/or be based at other campuses of the University. |
| <b>Classification:</b>    | HEW 7  |
| <b>Employment Type:</b>   | Continuing   |
| <b>Time Fraction:</b>     | 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 three 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

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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>

## Portfolio

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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

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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

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Reporting to the Manager, Students as Partners, the Coordinator, Student Voice will play a key role in amplifying the diversity, inclusivity, and impact of student voices across RMIT. This position will drive meaningful student representation and engagement, while also supporting the University's strategic and regulatory commitments—including compliance with TEQSA, ASQA, and SSAF obligations.

## Reporting Line

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Reports to: Manager, Students as Partners

Direct reports: Student Partnerships Officer

## Organisational Accountabilities

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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

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The Coordinator, Student Voice plays a pivotal role in embedding student participation within the university's decision-making processes. At a HEW 7 level, this position involves leading initiatives that amplify student voices, ensuring compliance with legislative obligations, and fostering strategic engagement across the university.

### Student Voice Governance & Assurance

- Ensure the university fulfills its legislative obligations related to student voice in decision-making, implementing and monitoring compliance measures.
- Lead and coordinate key governance groups, including the Student Experience Advisory Group and the SSAF & Student Experience Governance Committee, to promote effective student engagement in governance processes.
- Strengthen the University's relationship with the RMIT University Student Union (RUSU), ensuring alignment with SSAF allocation, reporting, and compliance, while facilitating RUSU's interaction with RMIT stakeholders.

### Strategic Engagement & Initiatives

- Develop and execute student voice initiatives that foster engagement with senior university leaders, including the Vice-Chancellor and University Executive, ensuring alignment with strategic objectives.
- Support and advance student voice engagement in strategic university and sector-wide initiatives, facilitating meaningful contributions to university strategy.

### Capacity Building and Inclusion

- Enhance the capability, capacity, and diversity of student voices across the university, promoting inclusive practices and broad representation.
- Design and implement models, processes, and resources that showcase sector-leading student partnership practices, embedding them into the university's operational framework.
- Equip professional and academic staff with the tools and strategies to effectively engage with student voices in operational, learning and teaching, and campus-based activities.

### Reporting & Communications

- Coordinate the collection, analysis, and synthesis of student voice data to generate actionable insights, driving evidence-based decision-making across the university.
- Manage communications related to student voice opportunities and outcomes, ensuring maximum visibility and engagement among stakeholders.
- Compile and present management reports on student voice engagement activity and impact, supporting strategic planning and fostering continuous improvement throughout the institution.

## Additional Responsibilities

- Perform other duties consistent with the level of the position and objectives of the group, contributing to organisational success.

## Key Selection Criteria

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1. **Policy Interpretation and Compliance:** Strong ability to interpret and apply policy, assess risk, and provide compliance advice. Skilled in identifying potential issues and ensuring alignment with legislative and institutional requirements.
2. **Stakeholder Engagement and Relationship Management:** Demonstrated experience in engaging and managing relationships with diverse stakeholders, including student groups, university executives, and external partners, in complex environments. Proven ability to foster collaboration and navigate varying interests to achieve shared goals.
3. **Strategic and Analytical Skills:** Expertise in using data and stakeholder feedback to identify emerging needs, design innovative solutions, and implement initiatives that enhance the student experience. Ability to think critically and strategically to drive continuous improvement.
4. **Communication and Reporting Skills:** Exceptional ability to produce clear and concise reports and effectively communicate the value and impact of student engagement initiatives to varied audiences, ensuring understanding and buy-in across the organisation.
5. **Organisational and Project Coordination Skills:** Strong organisational skills with a meticulous attention to detail, capable of managing multiple tasks simultaneously. Proficient in aligning projects with organisational policies and strategic planning processes.
6. **Understanding of the Student Lifecycle:** Knowledge of the student lifecycle, including the evolving needs of a diverse student population. Experience in incorporating student voice and co-design principles within the tertiary education sector.

## Qualifications

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A relevant tertiary qualification combined with experience, or an equivalent combination of education, training and/or experience.

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.

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| <b>Endorsed:</b> | Signature:<br>Name: Tim Burdeu<br>Title: Associate Director Student Life<br>Date: 20 September 2025 | <b>Approved:</b> | Signature:<br>Name: Dene Cicci<br>Title: Executive Director Students<br>Date: 25 September 2025 |
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