



Position Description – Peer Mentoring Officer

Position Details

Position Title: Peer Mentoring Officer

College/Portfolio: Education

School/Group: Library

Campus Location: Primarily based at the City campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 5

Time Fraction: 0.6

Employment Type: Continuing

Reporting Line: Senior Coordinator, Library Peer Mentoring

No. of Direct reports: 0

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.



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.

College/Portfolio/Group

Education Portfolio

The Education Portfolio leads the planning and implementation of the University's strategies related to RMIT's academic programs and the student experience.

The Portfolio is responsible for:

- development and implementation of the Education Plan in accordance with University strategy as it relates to best practice in learning and teaching, student experience and academic staffing
- oversight of quality assurance for RMIT programs and their contribution to the development of improved outcomes for students and partners
- development and implementation of policy relating to academic profile and its impact on academic programs and staff
- leadership and management of relevant projects deemed as priorities in the RMIT Strategic Plan and University Annual Operating Plan
- provision of resources and services that support academic endeavour through the RMIT University Library

- identifying and planning for administrative and support services to meet the needs of different student cohorts, on and offshore, across the student life cycle
- promoting access to Vocational Education and Higher Education by students from diverse backgrounds and targeted equity groups
- developing and maintaining systems, processes and procedures related to the student record.

RMIT University Library

RMIT University Library is a creative partner in the achievement of RMIT University's teaching, learning and research strategic goals. It engages with other groups within the University to design initiatives that have a positive impact on the student experience including the provision of direct support, peer mentoring facilitation, advice and guidance for students' academic skill development. It provides accessible and inclusive resources, services and facilities to support the information needs of RMIT's large and globally distributed student and staff population and supplies expertise for the management of the University's archives and business information.

To support the goals and operations of the University, the Library is arranged into 4 main functional areas: Learning, Teaching and Research; Collections; Quality and Engagement; and Archives. The library increasingly delivers digital collections and services to maximize access by the RMIT user population.

At RMIT Melbourne, the University Library operates from 4 locations: the Swanston Library; the Bundoora Library; the Carlton Library and the Brunswick Library and manages a Makerspace on the city campus. At RMIT Vietnam, the Library supports over 7,000 students from 2 locations: Ho Chi Minh City and Hanoi. All libraries are networked for wireless. They provide flexible spaces for individual and group study, computer equipped group study rooms and seminar rooms for academic and library research skills training.

Position Summary

The Peer Mentoring Officer assists with the running of academic peer mentoring programs across the University; at all locations (locally and globally). The role supports the Senior Coordinator, Library Peer Mentoring by contributing to the daily delivery and continuous improvement of initiatives for RMIT learners, working through digital delivery approaches and across Library sites. Peer Mentoring is a critical service offered by the Library and works in close collaboration with the Study Support services, ensuring that a synchronised service is promoted to all RMIT students.

The incumbent will administer end-to-end processes to assist with the development of a scalable and sustainable Peer Mentoring operational model for RMIT in line with the 'Digital First' Library strategy. The Peer Mentoring Officer will also liaise with stakeholders to support the delivery of integrated mentoring and student belonging initiatives, supporting the University's strategy.

We require a culture capable of adapting and evolving to meet needs and expectations of the Library and to define and develop digital pedagogical products that will add greatest value. Change and innovation is underpinned by collecting and using data to make evidence-based decisions and analytics to demonstrate value and impact.

Key Accountabilities

- Administer Peer Mentoring programs initiatives for students under the direction of the Senior Coordinator, Library Peer Mentoring.
- Contribute to the delivery of the full range of activities related to Peer Mentoring, including training, support and development of Peer Mentors.
- Support the delivery of the Peer Mentoring programs and initiatives, both digitally and in Study Support Hubs.
- Support continuous improvement through streamlining of processes, communications and administrative practice, enabling improved team workload responsibilities.
- Support the promotion and engagement of Peer Mentoring programs and initiatives, including contributing to digital content, communications, and events to increase student awareness and participation.

- Actively engage and contribute to activities and discussions as required as a member of the
- Actively engage and contribute to activities and discussions as required as a member of the RMIT University Library.
- Engage with central student services, schools, colleges and other student support departments to develop ideas about how to best support the diverse learning needs of students in all locations.
- Undertake accurate and integrated data collection, assisting with analysis and reporting to inform student engagement with and impact on student success, attrition, and retention.
- Other duties as directed within the scope of this classification.

Key Selection Criteria

Essential:

- Proven experience in effectively contributing to student-focused support initiatives.
- Demonstrated ability to work systematically and flexibly through change using adaptable work practices to support 'digital first' and sustainable work practices.
- Proven ability to work independently, use initiative and prioritise tasks to meet deadlines, with excellent attention to detail and a commitment to quality assurance.
- Developed interpersonal and communication skills with an ability to engage diverse stakeholder groups, and contribute to the RMIT Student Community, by discussing ways to influence continual improvements for the student experience.
- Demonstrated ability to contribute to the promotion and engagement of student support programs, including developing and delivering digital content, supporting events and campaigns (e.g. orientation), and enhancing student awareness and participation.
- Demonstrated ability to contribute to team meetings through agility, collaboration, and action.
- Ability to present information to various audiences through the collection, manipulation, analysis and presentation of data to inform decision making and enhance reporting.
- Proven ability exercising RMIT values and contribution to a positive work culture within a large and complex organisation.

Qualifications

Completion of a relevant degree; or completion of an associate diploma with at least 2 years subsequent relevant work 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.