



Position Description – Senior Coordinator, Student Advising

Position Details

Position Title: Senior Coordinator, Student Advising

College/Portfolio: College of Business & Law **School/Group:** Students & Operations

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

Classification HEW 8 **Time Fraction:** 1.0

Employment Type: Continuing

Reporting Line: Associate Director, Student Lifecycle and Experience

No. of Direct reports: 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.

College/Portfolio/Group

As one of the largest Business Schools in the Asia Pacific region, the College of Business and Law is comprised of five schools – four in Melbourne and one in Vietnam - delivering a broad range of programs in Business, ranging from Certificates up to PHD levels. Many programs articulate between Vocational Education and Higher Education, creating pathways for further study. RMIT Business programs are delivered in Melbourne, Vietnam, Singapore, Shanghai and Jakarta, as well as through Open Universities Australia (OUA) and RMIT Online. The College has an annual budget of approximately \$280 million, employs over 1000 staff and delivers programs to approximately 30,000 students (20,000 EFTSL).

In line with RMIT's vision to be recognised as a global university of technology, design and enterprise, the College mission is to deliver in a global context innovative, industry-engaged education and applied research connected to business. The College assists in achieving the ambitions of RMIT's new five-year strategic plan Ready for Life and Work by making active contributions towards life-changing experiences for students, creating passion with purpose for its staff and shaping the world with impactful research and global reach.

In particular, the College has defined a number of initiatives which are summarised in three priority areas: enterprising, student experience and international mobility.

The College is located on RMIT University's City Campus and resides in the state of the art Swanston Academic and Emily McPherson buildings.

For further details about the College, please visit:

<https://www.rmit.edu.au/about/our-education/academic-colleges/college-of-business>

Position Summary

The Senior Coordinator, Student Advising is responsible for the effective leadership and delivery of high-quality, holistic advising services to all students and key stakeholders, this includes driving collaboration, continuous improvement and evidence-informed practice to ensure student and stakeholder needs are met. The Senior Coordinator provides day-to-day supervision, coaching and performance oversight of the Student Advisors, ensuring the provision of timely, consistent, high-quality and accurate information, advice and support across the student lifecycle, in alignment with College priorities, RMIT Connect and broader University policies and processes.

The Senior Coordinator exercises substantial professional judgement to oversee both administrative and developmental advising practice, ensuring advising approaches empower students to clarify academic, personal and career aspirations, connect with appropriate support services, recognise and navigate barriers to success, and develop effective action plans. The role monitors staff performance against agreed benchmarks, leads capability building and professional development for the advising team, and ensures accurate advising records, reporting and compliance with ethical and professional standards.

The Senior Coordinator plays an active role in the leadership of the broader Student Lifecycle & Experience team, working closely with Managers and other members of the leadership group to ensure student-centred advising and customer service are at the forefront of all processes, systems and initiatives. The role designs and coordinates advising programs and interventions, contributes to policy and process improvement, and leads cultural and work-practice changes required to support operational objectives, enhance student engagement, success and retention, and strengthen collaboration with schools, central services and other stakeholders.

Key Accountabilities

- Lead, develop and manage the Student Advising team for the College of Business and Law to provide high quality, timely and accessible specialist advice and advocacy across all programs, modes and locations, proactively supporting student success, progression and retention through a collaborative, “single point of expertise” model.
- Lead the review, design and continuous improvement of student advising practices, processes and resources, using data, student feedback and advising theory to identify trends, risks and opportunities, and to implement innovative advising solutions aligned with College and University priorities.
- Oversee the development, maintenance and refinement of effective end to end advising and referral pathways, working closely with Student Lifecycle & Experience teams and other University services to ensure complex student cases are triaged, case managed and resolved in a timely, compliant and student centred way, with learnings fed back into practice to reduce complaints and repeat issues.
- Collaborate with other Senior Coordinators, Student Advisors and key stakeholders across Schools and central portfolios to drive an uplift in the quality, consistency and efficiency of student advice, including coordinating regular reporting, analytics and forecasting to inform resourcing, peak period planning and targeted interventions for ‘at risk’ cohorts.
- Build and sustain team capability and professional practice by providing clear expectations, coaching, supervision, training and development grounded in student advising theory and policy expertise, fostering a productive, inclusive and values based culture that models collaborative and flexible team behaviour.
- Lead the implementation and effective use of advising related systems, databases, case management tools and digital channels, ensuring processes support accurate records, data informed decision making and seamless student experiences, and identifying and communicating gaps or enhancements required to stakeholders and system owners. Act as point of escalation for case management.
- Promote a culture of collaboration, quality and continuous improvement across the advising function by streamlining processes, documentation and communication channels, ensuring clarity of roles, simple pathways for students and staff, and alignment with best practice student advising standards.
- Prepare accurate, timely reports, insights and recommendations on student advising activity, outcomes and issues, and represent the College and Student Advising function on committees, working groups and projects, contributing to policy development, retention strategies and student experience initiatives.
- Establish and maintain effective working relationships with Schools, Program Leaders, student support services, administrative units and external partners to negotiate solutions to complex student matters, support holistic student success and persistence, and ensure aligned, joined up support.

- Other duties as directed, consistent with the scope, classification and specialised nature of the Senior Coordinator, Student Advising role.

Key Selection Criteria

1. Demonstrated experience and passion for leading and delivering high quality, student centred advising services in a complex, multi-channel environment, applying a deep understanding of diverse student and stakeholder needs to continuously improve the advising experience and drive timely, compliant and equitable outcomes.
2. High level of emotional intelligence and well-developed leadership capabilities, with demonstrated experience in coaching, mentoring and developing professional staff, building capability in advising practice and fostering a high performance, values-based culture focused on student success.
3. Proven ability to build and sustain strong, collaborative relationships with a wide range of stakeholders (e.g. Schools, central services, external partners), demonstrating the capacity to influence outcomes, negotiate solutions and coordinate complex student cases in high volume, highly complex settings.
4. Demonstrated ability to research, analyse and interpret data, policy and best practice in student advising, and to identify internal and external opportunities to enhance advising models, processes and interventions, leveraging networks and partnerships to implement change and achieve measurable improvements in student outcomes.
5. Proven initiative and advanced problem-solving skills, with the ability to work independently, rapidly distil priority issues in complex situations, exercise sound judgement, and take proactive action to drive change and resolve student matters without the need for close direction.
6. Highly developed written communication and business writing skills, with demonstrated experience preparing clear, comprehensive recommendations, case summaries, briefing papers and action-oriented reports that convey complex information, risks and options succinctly for diverse audiences, including senior stakeholders.
7. Demonstrated experience in leading new and innovative ways of working within a student support or advisory context, and in creating a culture of continuous improvement that streamlines processes, enhances consistency and quality, and embeds evidence informed practice.
8. Strong experience in adapting to evolving systems, digital technologies and service delivery requirements, including the effective use of advising/case management systems and data tools, and the capacity to support staff to adopt new technologies that improve student and staff experience.

Desirable:

9. Demonstrated awareness of, and strong knowledge in, contemporary student advising theories and approaches, including appreciative and developmental advising, strengths-based advising, and advising as teaching, with the ability to integrate these frameworks into practice to foster student agency, belonging, academic success and holistic development across diverse postgraduate and undergraduate cohorts.

Qualifications

Tertiary qualification in relevant discipline and/or extensive experience in the provision of high-quality student support and advising. Sound knowledge of relevant policies and procedures in the higher education sectors is advantageous.

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.