



Position Description – Senior Coordinator, Student Advice

Position Details

Position Title: Senior Coordinator, Student Advice

College/Portfolio: STEM College **School/Group:** College Operations

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

Classification: HEW8 **Time Fraction:** 1.0

Employment Type: Continuing

Reporting Line: Associate Director, Student Lifecycle

No. of Direct reports: 3 - 5

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

The STEM College Student Lifecycle team is responsible for delivering essential services to our 20,000 students across the City, Bundoora, Point Cook and partner locations for HE onshore, RMIT Online, OUA and partner institutions VTC SHAPE, BITS and SIM. The team provides expert student lifecycle administration, ongoing delivery of high-quality academic and customer service to college stakeholders, and the application of quality improvement principles.

Position Summary

The Senior Coordinator, Student Advice is responsible for the effective leadership and delivery of high-quality student advice to all STEM College students and stakeholders, driving collaboration and continuous improvement to ensure student and stakeholder needs are met.

The role leads an expert team responsible for providing compliant, accurate, timely, consistent, information, service, advice and support to students, academics and other RMIT stakeholders, ensuring alignment with RMIT Connect and RMIT portfolios in a sensitive, time-constrained, high-volume environment. This role sets, develops, mentors and monitors staff performance against agreed benchmarks and ensures staff are customer-focused and confident in delivering advice and service.

The Senior Coordinator, Student Advice plays an active role in professional service leadership, working closely with the Associate Director, Student Lifecycle, School academic leaders, other members of the Student Lifecycle leadership team, and with professional peers to meet operational objectives.

This role may be required to work extended and/or flexible hours during high volume peak periods.

Key Accountabilities

- Manage the STEM College Student Advice function to ensure students across all STEM College courses and programs receive accurate, timely, policy-compliant service, advice and support which meets STEM service standards and RMIT service principles and contributes positively to the student experience.
- Lead, develop and manage an engaged, high performing Student Advice team, modelling professional, collaborative behaviour reflective of University values to achieve team goals, and continually building team skill and knowledge through training, coaching, supervision and clear guidelines to ensure agreed service and quality levels are met.
- Lead the review, development and continuous improvement of customer-focused front-line service delivery and associated processes and tools using high level analysis to identify issues, opportunities and trends, through proactive engagement with stakeholders, and by maintaining awareness of best practice customer service.
- Establish, maintain and model effective working relationships within Student Lifecycle, STEM operations, Schools and RMIT groups, actively building a culture of collaboration, confidence and accountability which delivers holistic student service and simplified administration.
- Directly case manage the most complex enquiries with relevant stakeholders, escalating as required. Provide clear, compliant and timely outcomes to customers, ensuring feedback is provided to respective teams to drive continuous improvement where required and reduce complaints.
- Lead the adoption of new tools and processes, embracing innovation to improve student and staff experience, ensuring close liaison and consistency with RMIT Connect. Identify and communicate gaps in knowledge and systems to ensure successful implementation.
- Prepare informed and accurate reports including provision of regular reporting and forecasting to ensure effective operations of the service during peak periods, and represent the STEM College on committees and working parties contributing to University policy review and development processes.
- Be accountable for your own actions and workload to positively influence the team culture and consistently demonstrate RMIT's values.
- Other duties as directed within the scope of this classification.

Key Selection Criteria

Essential:

- Significant experience in successfully building, deploying and managing a multi-channel contact team to deliver high quality service in a high volume, resource and policy-constrained environment working to time constraints with complex content.
- Demonstrated highly developed interpersonal skills with keen emotional intelligence and proven ability to engage staff, and work effectively with customers and stakeholders, while meeting organisational priorities.
- Substantial experience in interpreting, applying, and giving authoritative advice on policy, procedure and operational processes.
- Proven problem-solving skills, excellent judgement, and a skilled team player who is also able to work independently, taking action, influencing outcomes, and driving change under broad direction.
- Highly developed analysis and writing skills and demonstrated ability to build compelling cases and convey complex information, ideas and concepts clearly and efficiently to a variety of different audiences.
- Proactive and consultative with demonstrated experience in identifying better ways of working and the ability to create a culture of continuous improvement across a team.
- Extensive experience adapting, and leading a team to adapt, to changing operating environments including changes to policy, digital technology and service delivery requirements.

Qualifications

Relevant qualification and/or relevant industry 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.