



Position Description – Student Advice Officer

Position Details

Position Title: Student Advice Officer

College/Portfolio: Business and 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 5 **Time Fraction:** 1.0

Employment Type: Fixed Term

Fixed Term Reason: Replacement Employee

Reporting Line: Senior Coordinator, Business Connect

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:

Position Summary

The Student Advice Officer is responsible for providing timely, consistent and accurate information and advice to customers and ensures a high quality service is provided in person, online, over the phone and in person, as a member of the Student Advice Team at Business Connect. The position requires the ability to deal effectively with both routine and more complex enquiries relating to College of Business and Law programs, across all modes and locations; utilises and actively contributes to further development of University systems and processes; and works collaboratively with other members of the Business Connect and the wider Student Lifecycle Team to ensure effective academic administration.

Key Accountabilities

- Deliver timely, high quality, frontline information and advice about College of Business and Law courses and programs, program planning, student mobility and related student academic administration matters to students, staff and the public.
- Case manage enquiries received, ensuring active listening and understanding of the query, a thorough review of options or solutions, providing clear, compliant and timely outcomes to the customer with step-by-step guidance and support.
- Align with Student Connect practice and protocols to ensure consistency and seamless service for customers
- Apply relevant policies, practices and standards to organise and prioritise work, while using judgment to solve problems arising in own work area.
- Prepare a range of written communications that may require interpretation and advice on issues relating to University Policy and Procedure, referring more complex matters on to more senior members of the team as required.
- Adopt an agile approach to learning new systems, databases and processes to assist with the streamlining of operational tasks.
- Work collaboratively as an effective and flexible member of the team; meeting team standards, by completing tasks in an accurate and timely manner; and working collaboratively to provide support to all team members.
- Actively participate in College continuous improvement processes, identifying opportunities for improvement, providing feedback to relevant areas and contributing to the streamlining of academic service processes, communication lines and support services.
- Maintain effective working relationships with all relevant stakeholders; use effective and appropriate communication in dealing with internal and external contacts.
- Other duties as directed within the scope of this classification.

Key Selection Criteria

- Demonstrated experience and motivation in the provision of high-quality customer service, including sound knowledge and consistent application of relevant policy and procedures.
- Demonstrated strong written and verbal communication skills, including the ability to communicate effectively with people from a range of cultural backgrounds
- Well-developed interpersonal and problem-solving skills with the ability to take the initiative in identifying and pursuing opportunities to improve existing practices and services.
- Ability to build and maintain effective and productive relationships with a wide range of groups, both internal and external to the University.
- Demonstrated experience of adapting to new technologies or systems
- Proven ability to work effectively as a flexible team member committed to achieving own and work team goals and priorities, and to continuous improvement.
- Ability to prioritise tasks and meet deadlines in a demanding environment and has the ability to shift easily between different service channels and locations as demand requires.

Qualifications

Relevant tertiary qualifications and/or proven 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.