



Position Description – Student Advisor

Position Details

Position Title: Student Advisor

College/Portfolio: College of Business and Law

School/Group: Students and Operations

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

Classification: HEW 7 **Time Fraction:** 1.0

Employment Type: Ongoing

Reporting Line: Senior Coordinator, Business Connect

No. of Direct reports: Nil

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 of Business and Law

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 Student Advisor provides specialist College advice and advocacy to students, monitoring performance and providing tailored, proactive intervention to ensure student success and persistence. Student Advisors may be allocated to support different student cohorts (e.g. based on discipline, campus location and/or mode of study) with a key focus on supporting 'at risk' students. This role collaborates closely with academic discipline experts, Student Lifecycle & Experience staff and specialists from other divisions to provide high quality advice and support and refer students to university resources that can assist in meeting their needs or solving problems, with the ultimate goal of student success and retention.

Key Accountabilities

- Utilise student advising theory and university policy expertise to synthesise complex and conflicting information, enabling innovative problem-solving and advancing student learning, development, and success.
- Exercise substantial theoretical and professional judgment to advise students across a range of academic, personal, and career-related matters, providing nuanced interpretation and guidance.
- Independently monitor, evaluate, and enhance advising processes and procedures, promoting continuous improvement and alignment with best practices in student advising.
- Collaborate, liaise, and advocate with College and university stakeholders including schools, student support services, administrative offices, and alumni networks to negotiate solutions and facilitate student achievement and persistence.
- Design, coordinate, and implement programs and personalised advising plans that foster student connection to the College community, enrich the student experience, and support ongoing engagement and holistic success.
- Provide both administrative and developmental academic advising, proactively partnering with students to empower informed decision-making, foster self-efficacy, and support growth as whole individuals. Build collaborative advising relationships that help students:
 - a. Clarify academic, personal, and career aspirations;
 - b. Identify and connect with relevant support services and resources;
 - c. Recognise and navigate barriers to academic success;
 - d. Develop action plans and foster effective help-seeking, resilience, and self-directed learning.
- Ensure compliance with professional standards and university protocols, including maintaining accurate advising records, reporting, and adhering to ethical guidelines.
- Deliver events including presentations, workshops, to staff and students as required, in person or virtually.

Key Selection Criteria

- An undergraduate degree in a relevant field with at least four years' subsequent experience; or extensive experience and management expertise; or an equivalent combination of relevant knowledge, training, and/or experience.
- Excellent interpersonal skills, with an ability to work collaboratively and inclusively in small teams and diverse environments, and to tailor communication for varied audiences.
- Proven organisational and problem-solving skills, including experience managing multiple projects concurrently.
- Demonstrated skills in research, evaluation, and interpretation of data, with the ability to use evidence-informed insights to improve advising processes, student outcomes, and local practices.

- High level of self-motivation and personal management skills, with the ability to work independently and proactively contribute to team objectives.
- Demonstrated ability to acquire and apply detailed knowledge of academic, administrative, and policy frameworks, and to maintain up-to-date specialised knowledge for diverse student cohorts and disciplines, including effective liaison with stakeholders.
- Ability to analyse diverse and sometimes conflicting information, apply theoretical and policy expertise to formulate solutions, and advise students effectively.
- Demonstrated ability to manage relationships with multiple stakeholders to achieve agreed outcomes and support student success.
- Experience in case management of students, including developing tailored support plans, monitoring student progress, and coordinating interventions to support holistic student wellbeing, engagement, persistence, and success.
- Awareness of own strengths, weaknesses, and biases, with a demonstrated ability to modify behaviour through self-reflection and feedback, act with empathy, and continuously improve knowledge and skills.
- Demonstrated capacity for creative and critical thinking, generating solutions to problems and recommending improvements to current advising practices.

Qualifications

Relevant tertiary qualifications and proven extensive 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.