



Position Description – Student Advisor

Position Details

Position Title:	Student Advisor
College/Portfolio:	STEM College
School/Group:	STEM College Office
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 FTE
Employment Type:	Continuing
Fixed Term Reason:	N/A
Reporting Line:	Coordinator, Student Advice
No. of Direct reports:	N/A

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.

STEM College

The STEM College holds a leading position and expertise in the science, technology, engineering, mathematics, and health (STEM) fields. We are uniquely positioned to influence and partner with industry, as never before.

STEM College is a community of exceptional STEM researchers, teachers, inventors, designers and game-changers, supported by talented professional staff. We offer higher education programs across all STEM disciplines at the Bachelor, Master and PhD levels, and ensure our students experience an education that is work-aligned and lifechanging.

The College is renowned for its exemplary research in many STEM areas including advanced manufacturing and design; computing technologies; health innovation and translational medicine; nano materials and devices; and sustainable systems. Our brilliant researchers attract funding from government and industry sources.

Industry is at the heart of what we do. It ensures our research has real world impact, and our students are truly work ready. Under the leadership of DVC STEM College & Vice President, Digital Innovation, we have established new hubs of industry-connected digital innovation and endeavour and are engaging with global STEM organisations at scale.

Our diversity and shared values empower our work, and we are proud of the College's inclusive, caring culture. We offer a safe, dynamic work environment, and support every member of our community of achieve their potential. The College appointed Victoria's first ever Dean of STEM, Diversity & Inclusion in 2020, and this role drives gender equity, diversity and inclusion strategies across the College.

STEM College employs 1,000 staff who deliver onshore and offshore programs to approximately 20,000 students.

We are here to positively impact the world and create the next generation of STEM leaders: [STEM College](#)

STEM College Office

The STEM College Office Professional staff provide exceptional and efficient support to the College.

The Learning, Teaching and Quality teams support:

- Quality Enhancement
- Learning and Teaching support

The Professional shared services Group delivers service to all four School across five distinct functions:

- Student Lifecycle
- Planning & Operations
- Technical Services
- Program Lifecycle & Governance
- WIL & Engagement

Relevant digital solutions – such as Workday – are used by the five teams to streamline processes and drive operational efficiencies. The Group's end-to-end professional support ensures a consistent approach to the operational and strategic functioning of the College and adherence to University policies and procedures.

The STEM College Office professional staff are instrumental in providing students with a transformative and enriched learning experience, and in supporting our research and engagement administration activities. Centralised in the STEM College Office, at our City and Bundoora campuses, professional staff members have opportunities to cross-skill, engage in professional development and develop their own career paths.

Position Summary

The Student Advisor provides a high-volume, high-quality, front-line, support service to STEM College students, issuing timely, consistent, and accurate course and program advice and information, through various service channels (phone, webchat, CRM, face-to-face, EDM, SMS, virtual appointments, etc.), aimed at enhancing the student experience. The Student Advisor supports the Coordinator, Student Advice in implementing team innovation.

The Student Advisor deals effectively with routine and complex enquiries, supports academic administration operations and further development of systems and processes. The Student Advisor collaborates with members of the STEM Student Advice and STEM Student Lifecycle teams, as well as schools, academics and key stakeholders across the university, ensuring high-quality customer service and effective administration are provided.

The Student Advisor may need to work flexible hours during peak periods. Leave restrictions may apply.

Key Accountabilities

- Provide an exceptional front-line service experience, delivering timely, customer-focused, high-quality advice and support for STEM College courses and programs, and academic administration operations.
- Manage a large volume of enquiries with empathy and engagement in a fast-paced environment using a case management approach, ensuring a thorough and proactive investigation of options, exploration of future needs and provision of clear, guided and timely advice and effective documentation is provided.
- Use sound decision-making skills and judgement and take responsibility for student issues.
- Align with RMIT Student Connect practice and protocols to ensure consistency and seamless service.
- Adopt an agile approach to learning new systems, databases and processes to assist with operations.
- Work collaboratively as an effective, supportive and flexible member of the team, meeting team output and quality standards by completing tasks in an accurate and timely manner.

- Actively participate in continuous improvement activities by providing and receiving feedback for team and individual performance improvement and actively exploring contemporary ways of thinking and working.
- Build and nurture collaborative partnerships with areas across the College and University.
- Effortlessly shift between channels and/or locations as required by operational need or as requested.
- Be accountable for own actions and workload, positively influencing the team, demonstrating RMIT's values
- Assist other teams across the portfolio and College as required within the scope of this classification.
- Other duties as directed within the scope of this classification.

Key Selection Criteria

1. Demonstrated experience in providing high-quality customer service, including sound knowledge and consistent application of relevant policy and procedures.
2. Demonstrated strong communication skills, including the ability to communicate effectively with audiences from a range of cultural backgrounds.
3. Well-developed interpersonal and problem-solving skills with the ability to take initiative in identifying and pursuing opportunities to improve existing practices and services.
4. Ability to build and maintain effective relationships with a range of internal and external groups.
5. Demonstrated experience in adapting to new technologies and systems.
6. Proven ability to work as an effective team member, achieving own and team goals and continuously improving.
7. Ability to prioritise tasks and meet deadlines in a demanding environment, shifting seamlessly between different service channels and locations.

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.