



Position Description – Student Experience Coordinator

Position Details

Position Title: Student Experience Coordinator

Position Number:

College/Portfolio: College of Business and Law

School/Group: Students & Operations

Campus Location: Based at the City campus, but may be required to work and/or be based at other campuses of the University.

Classification: HEW 7

Employment Type: Continuing

Time Fraction: 1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. 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 three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

College of Business and Law

RMIT's College of Business and Law takes an industry and student-centred approach to its courses and programs, ensuring graduates are work ready and able to tackle business challenges, balance stakeholder needs, act as socially responsible global citizens and create fair and positive futures for all.

The College delivers impactful research informed by industry, which supports its strong position as a College at the intersection of business and technology with social impact. Its important work is underpinned by the principles of quality, collaboration, big ideas and putting people first.

As one of the largest Business Schools in the Asia Pacific region, the College is comprised of five schools – four in Melbourne and one in Vietnam – and delivers a broad range of programs in Business and Law, ranging from Degree to PHD levels.

The College's Business and Law programs are delivered in Melbourne as well as through RMIT Online, with its Business programs also available in Vietnam and through partner institutions in Singapore and Shanghai. The College employs over 1000 staff and delivers programs to over 26,000 students

The College's central operations are located at RMIT University's City Campus in Melbourne and reside in the Swanston Academic and Emily McPherson buildings.

For further details about the College, please visit:

<https://www.rmit.edu.au/about/schoolscolleges/college-of-business-and-law>

Position Summary

The Student Experience Coordinator will be responsible for enriching student experiences in line with the College's strategic vision for students both locally and globally. Event management is a key responsibility of the Student Experience Coordinator. This role involves leading, planning and executing student-focused events to create memorable experiences. This will include; student prizes, student-oriented events such as Open Day, Orientations, discipline specific events, digital engagement with students and global opportunities. The Student Experience Coordinator will also be expected to contribute to team culture and work collaboratively across the Students and Operations portfolio and with School academic staff, establishing strong relationships with internal and external stakeholders. A significant responsibility of this role is to business partner with schools within the College of Business and Law, to advocate for school student experience requirements and consult on school level events.

Reporting Line

Reports to: Senior Coordinator, Student Experience and Events

Direct reports: None

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Plan and manage the Student Experience activities for the College, leading major events such as Orientation, Open Day and other discipline specific events through a clearly documented engagement plan, operating in a collaborative and flexible manner, ensuring customer service and the student experience (local and global) are at the forefront of all activities.
- Evaluate major engagement projects and events providing regular reports and recommendations to the Senior Leadership team.
- Identify and capitalise on opportunities to actively engage students by implementing innovative strategies that effectively connect with the target audience.
- Manage the provision of readily accessible information and advice for College of Business and Law students about student engagement and enrichment opportunities, including the Business Student Associations across countries utilising appropriate communication technologies, ensuring integration with related services and liaising with key School, College and University stakeholders.
- Produce digital content to promote and reflect the student experience.
- Establish strong and collaborative relationships with schools, partners and university stakeholders.
- Work with a team of ambassadors for the College and with the RMIT University Student Union (RUSU) and ensure cooperative and productive relationships in support of students and student initiated activities.
- Identify and report on trends, strengths, weaknesses, opportunities and risks in the area of student experience and engagement and develop strategies for timely responses to improve the overall student experience.
- Manage and develop student mobility options available to College students and work closely with key University staff to ensure continued awareness of the need to develop greater flexibility for students to move seamlessly between locations.
- Contribute to the leadership of the Student and Operations Team through active participation in the leadership team.
- Other duties as directed within the scope of this classification.
- This position requires flexibility in work hours, subject to the conditions outlined in the current enterprise agreement.

Key Selection Criteria

1. Demonstrated ability to seamlessly lead all aspects of event management, from initial planning to flawless execution.

2. Demonstrated communication, relationship building and negotiation skills with the ability to work collegiately with academic and professional staff, students, and external clients from diverse cultural backgrounds.
3. Demonstrated project management skills including planning, budgeting, and resource management.
4. Proven understanding of engagement strategies in a tertiary education environment.
5. Proven experience in leading and motivating stakeholders and broader staff groups to deliver high performance outcomes.
6. Proven ability to deliver a high quality customer service, applying understanding of stakeholder needs to improve experience
7. Proven initiative and problem solving skills and ability to work independently to quickly extract the priority issues and, where appropriate, take action without specific direction.
8. Excellent written and verbal communication skills with the ability to conduct effective meetings and compose correspondence, minutes and action-oriented reports.
9. Ability to adapt to changing software, digital technology and service delivery requirements with the ability to champion the implementation of new technology and ways of thinking.

Qualifications

Relevant tertiary qualifications and/or proven extensive experience.

Note: Appointment to this position is subject to passing a 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.

Endorsed:	Signature:	Approved:	Signature:
	Name: Kat Aspinall Title: Deputy General Manager, College Operations, Students & Operations Date: May 2024		Name: Madelaine Sandall Title: General Manager, College Operations Date: May 2024