



## Position Description – Student Service Officer

### Position Details

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<b>Position Title:</b>	Student Service Officer
<b>College/Portfolio:</b>	Education Portfolio
<b>School/Group:</b>	Students Group
<b>Campus Location:</b>	Based at the City campus, however may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW 5
<b>Employment Type:</b>	Continuing
<b>Time Fraction:</b>	1.0 FTE

### RMIT University

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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

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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>

## Education Portfolio

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The Education Portfolio is led by the Deputy Vice-Chancellor Education and Vice-President who is responsible for planning and implementation of the University's strategies related to RMIT's academic programs and the student experience. The Portfolio is responsible for services to support the quality of RMIT programs, including the professional development of academic staff, continuous improvement of the student experience, learning and teaching outcomes and the management of learning and research information sources.

The Education Portfolio plays a key role in empowering students to access education, participate actively in the life of the University and achieve successful and fulfilling lives beyond graduation. The provision of a stimulating and satisfying experience for students is a priority for the University.

## Students Group

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The Students group shapes, designs and delivers key student services and experiences to prepare RMIT students for study, life and the global workforce.

We work in partnership with students, academics, professional staff, industry and the community to deliver transformative student experiences that improve access, participation, retention and success for all RMIT students.

Our objectives are to:

- Shape, co-create and inform an inclusive, safe, industry-engaged and global student experience
- Deliver impactful, connected service, care and development opportunities at scale, and to
- Engage, empower and value each other so that together we can make a difference.

We welcome a diversity of perspectives and are inclusive in our approach to work. We are aligned in our passion for having a collective and positive impact on the student experience at RMIT. Our team is comprised of talented and motivated people from a range of professional disciplines and backgrounds, at various stages of their careers and including RMIT students.

We are a values-led organisation and we value imagination, agility, passion, inclusion, courage and impact. The Group is led by the Executive Director Students.

## Position Summary

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The role of Student Service Officer is personified by the phrase "happy to help" and its primary responsibility is to provide the best possible support and advice to students. It plays a vital role enhancing the RMIT student experience. The successful candidate must relish variety, be ready for challenges and demonstrate empathy and engagement. Day-to-day you will be providing advice and guidance across all RMIT's Student Connect channels and service points. You will be helping students to explore and understand their options, guiding them through student administrative and student support processes to help resolve any issues or problems.

Primarily based at one RMIT's Student Connect location and will be required, within reason, to work at other locations as required by operational need and/or when requested by your line manager.

## Reporting Line

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Reports to: Student Service Advisor

Direct reports: N/A

## Organisational Accountabilities

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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

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- Manage large volumes of enquiries with empathy and engagement, clarify and assess student needs, circumstances, and options to provide expert advice on complex issues in a fast-paced environment.
- Build and nurture collaborative partnerships with areas across the University to achieve timely student outcomes.
- Use sound decision-making skills and judgement to be responsive and solution focused, taking responsibility for student issues.
- Actively participate in continuous improvement activities, including providing and receiving feedback for team and individual performance improvement and actively exploring and applying new contemporary ways of thinking and working
- Provide an exceptional service experience through outstanding communication and engagement skills
- Contribute to team objectives through a positive, proactive and agile mindset.
- Effortlessly shift between channels and/or locations as required by operational need or as requested.
- Other duties consistent with the position level and focus of the group, as required.

## Key Selection Criteria

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1. Is passionate and motivated to deliver high quality customer service.
2. Has a high level of emotional intelligence with proven ability to quickly build and maintain good working relationships.
3. Learns quickly, with the ability to adapt to, and accurately use and apply, new systems and procedures.
4. Displays resilience, working well under pressure, managing tasks and competing priorities in a busy environment.
5. Shifts easily between different service channels and locations as demand requires.
6. Has a demonstrated understanding and commitment to diversity, inclusion and reconciliation.

## Qualifications

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A tertiary qualification in a relevant discipline and/or relevant professional experience at a similar level.

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.

<b>Endorsed:</b>	Name: Title: Date:	<b>Approved:</b>	Name: Dene Cici Title: Executive Director, Students Date: March 2024
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