



## Position Description – Student Service Officer

### Position Details

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<b>Position Title:</b>	Student Service Officer
<b>College/Portfolio:</b>	Education
<b>School/Group:</b>	Students
<b>Campus Location:</b>	Primarily based at City campus, and the potential to work across other RMIT campuses as required.
<b>Classification:</b>	HEW 5
<b>Time Fraction:</b>	1.0 FTE
<b>Employment Type:</b>	Continuing
<b>Fixed Term Reason:</b>	N/A
<b>Reporting Line:</b>	Student Service Advisor
<b>No. of Direct reports:</b>	N/A

### RMIT University

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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?

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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

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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

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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.

## Education Portfolio

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The Education Portfolio is headed by the Deputy Vice-Chancellor Education and Vice President who leads the planning and implementation of the University's strategies related to RMIT's academic programs and the RMIT 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.

## **Key Accountabilities**

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Working within established policies, procedures and guidelines, you will:

- 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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We are looking for someone who:

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.

## **Working with Children Check**

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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.