



## Position Description – Senior Coordinator, Student Experience & Events

### Position Details

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**Position Title:** Senior Coordinator, Student Experience & Events

**College/Portfolio:** College of Business and Law **School/Group:** Students and Projects

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

**Classification:** HEW 8

**Time Fraction:** 1.0

**Employment Type:** Continuing

**Reporting Line:** Manager, Student Services

**No. of Direct reports:** 5

### 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.

## College/Portfolio/Group

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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

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The Senior Coordinator, Student Experience and Events will provide high-level support for the planning, coordination, implementation and evaluation of student experiences and events designed to drive participation, engagement and belonging, and enhance student experience across the College of Business and Law. Working closely with Schools, Strategy, International and Industry teams, this role ensures that key event needs are implemented in a consistent and efficient manner. The Senior Coordinator also represents and ensures high-level delivery of university strategic events such as Open Day, special project funded events; and operational events such as Orientation and Welcome Sessions for the College.

The Senior Coordinator, Student Experience and Events will coordinate management of staff, contractors, volunteers, student interns and ambassadors as required to deliver event and experience objectives. They will also be responsible for developing and managing budget related to student events. The incumbent will establish and maintain effective working relationships across RMIT student event and experience teams, college schools and groups, student clubs and societies and ensure the wider Student Experience team deliver the needs of schools and college groups around student experience and events.

## Key Accountabilities

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- Develop and deliver an innovative and engaging program of student experiences and events that meet the needs and expectations of the College of Business and Law.
- Oversee and manage staff responsible for the delivery of planning, coordination, evaluation and reporting of student experiences and events across college Schools and groups
- Review and revise college events to ensure currency and intentions and aims are being met.
- Provide regular reporting to the Deputy General Manager and General Manager College Operations on event engagement, strategic alignment and impact including recommendations for improvements and enhancements to the college student experience program.
- Under the direction of the Manager, Student Services prepare and manage an annual experience and events budget and oversee the development of risk assessments and contingency strategies for events managed by the team.
- Work with the College Senior Advisor, Knowledge and Digital Engagement and the Communications Business Partner to develop and deliver a strong social media plan for students and associated events which reflects and aligns with the College strategy
- Develop and strengthen relationships with key internal and external parties to extend and improve opportunities for the college students to engage in high value experiences and events.
- Using RMIT's policy framework, develop and implement guidelines and processes to support effective operations, including appropriate measures for risk identification and control, OHS, and management of information, registration, event booking and payment processes.
- Establish and maintain effective working relationships across RMIT student event and experience teams, college schools and groups, student clubs and societies.
- Be accountable for your own actions and workload to positively influence the team culture and consistently demonstrate RMIT's values.
- Assist other teams across the portfolio and College as required within the scope of this classification.

## Key Selection Criteria

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1. Excellent relationship building and negotiation skills with the ability to work collegiately with academic and professional staff, students, and external clients from diverse backgrounds.
2. Demonstrates high level of emotional intelligence with proven well developed leadership and team building skills and experience in coaching and aligning teams to achieve high performance outcomes.
3. Extensive experience in developing and enacting successful major events, spanning both physical and virtual platform.
4. Proven initiative and problem solving skills and ability to work independently to quickly extract the priority issues, taking action without specific direction.
5. Demonstrated ability to project manage high quality and high value initiatives within budget parameters, managing contingency plans and risks effectively.
6. Experience of effective communications to various stakeholders including experience with social media to promote and celebrate events
7. Strong experience of adapting to changing software and embracing digital technology to drive innovative improvements to service delivery

## **Qualifications**

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Relevant tertiary qualifications and/or proven experience.

## **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.