



Position Description – Student Advisor

Position Details

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| Position Title: | Student Advisor |
| College/Portfolio: | STEM College |
| School/Group: | STEM College Office |
| Campus Location: | Based at the City campus, however, may be required to work and/or be based at other campuses of the University. |
| Classification: | HEW5 |
| Employment Type: | Continuing |
| Time Fraction: | 1.0 FTE |

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 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>

STEM College

STEM College holds a leading position and expertise in the Science, Technology, Engineering, Mathematics, Health and Aviation (STEM) fields. We are uniquely positioned to influence and partner with industries.

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 life-changing.

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 to 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 over 20,000 students.

We are here to positively impact the world and create the next generation of STEM leaders.
<https://www.rmit.edu.au/about/schools-colleges/stem-college>

STEM College Office Professional Staff

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 five Schools across five distinct functions:

- Student Lifecycle
- Planning & Operations
- Technical Services
- Program & 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 as a member of the STEM College student advice team provides a high-volume, high-quality, front-line, support service to students in a multichannel environment, issuing timely, consistent, and accurate course and program advice and information, across all College modes and locations. This position deals effectively with routine and complex enquiries and supports the delivery of academic administration activities.

The Student Advisor works collaboratively as part of the student lifecycle portfolio to support the delivery of innovation activities and contributes to further development of systems and processes. This position is expected to build relationships with stakeholders across the university to ensure effective academic administration and service quality.

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

Reporting Line

Reports to: Coordinator, Student Advice

Direct reports: 0

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

- Provide exceptional front-line service experience through outstanding communication and engagement which delivers timely, customer-focused, high quality, advice and support for STEM College courses and programs, including all aspects of academic administration for students, staff and the public.
- Handle large volumes 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.
- Align with RMIT Student Connect practice and protocols to ensure consistency and seamless service.
- Use sound decision-making skills and judgement and take responsibility for student issues.
- 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, including effective knowledge sharing and supporting peer training when needed.
- Build and nurture collaborative partnerships with areas across the College and University to achieve timely student outcomes.
- 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 written and verbal 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 experience in a similar role and/or environment.

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.

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| Endorsed: | Signature: Name: Title: Date: | Approved: | Signature: Name: Title: Date: |
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