

Position Description – Student Enrichment Coordinator

Position Details

Position Title:	Student Enrichment Coordinator
Position Number:	50071142
College:	Business
School/Group:	Planning & Resources Group
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 6 Salary Schedule: https://www.rmit.edu.au/staff/my-employment/pay-and-leave/salary-and-payments/salary-schedules/professional-staff-salary-schedule#full
Employment Type:	Fixed term appointment
Time Fraction:	1.0

RMIT University

RMIT is a leading multi-sector university of technology, design and enterprise with more than 91,000 students and 11,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

Our purpose is to offer life-changing experiences for our students, and to help shape the world with research, innovation, teaching and industry engagement. With strong industry connections forged over 130 years, collaboration with industry remains integral to RMIT's leadership in education, applied and innovative research, and to the development of highly skilled, globally-focused graduates.

With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

We are also committed to redefining our relationship in working with and supporting Aboriginal 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

We're proud to share with you:

- The launch of our second [Reconciliation Plan for Dhumbah Goorowa– a “commitment to share” - an important step in our reconciliation journey.](#)
- RMIT University is an **Athena SWAN** member with Bronze Award accreditation and the College of Science, Engineering and Health is central to driving improvements in gender equality, diversity and inclusion, particularly in the Science, Technology, Engineering, Mathematics and Medicine (STEMM) disciplines.
- RMIT was placed **10th in the 2019 Randstad Employer Brand Research Awards, up five spots from 2018.**

- We were named as an **Employer of Choice for Gender Equality** by the Workplace Gender Equality Agency in 2019.
- We achieved **Gold Employer status for LGBTIQ** inclusion in the Australian Workplace Equality Index (AWEI) in 2018 and now in 2019.
- We were recognised as a **top five employer in 2018 for workplace accessibility** with the Australian Network on Disability.

RMIT Standings in university rankings

RMIT has a deep commitment to innovation, research and teaching, we are a 5-Star university under the QS Stars international evaluation system and are **238th globally in QS World University Rankings 2020** (moved up 12 places compared to 250th last year), being also 32nd in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index). Additionally:

- In the 2019 QS World University Rankings by Subject, RMIT was positioned 12th in the world (highest ranked in Australia) in Art and Design, 22nd in the world (fourth highest in Australia) in Architecture and the Built Environment, and 37th in Media and Communications. We are also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Mechanical, Aeronautical and Manufacturing); Accounting and Finance; and Business and Management Studies).
- In the 2018 QS Rankings by Subject, RMIT was ranked 11th in the world and number one in the Asia Pacific for Art and Design, and 26th in Architecture and the Built Environment. RMIT is also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Computer Science and Information Systems); Accounting and Finance; Business and Management Studies; and Communication and Media Studies. The 2018 Shanghai Ranking's Global Ranking of Academic Subjects highlighted RMIT's strength in Engineering and Technology in particular.
- In the specialised rankings, RMIT is ranked 77th in the QS Graduate Employability Rankings 2020 and 82nd in the inaugural Times Higher Education University Impact Rankings 2019.
- RMIT also ranks in the world's **top 400** in the 2019 Academic Ranking of World Universities and in the world's **top 400** in 2020 Times Higher Education World University Rankings.

www.rmit.edu.au

College of Business

As one of the largest Business Schools in the Asia Pacific region, the College of Business is comprised of seven schools – six 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 \$300 million, employs over 1200 staff and delivers programs to approximately 31,000 students.

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 and design. 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

The Student Enrichment Coordinator is a member of the Student Enrichment Services Team and plays an important role in enhancing the student experience for College of Business students. The incumbent will provide effective administration support to a broad range of student engagement, enrichment and mobility projects and services; facilitate the provision of high quality advice, through a range of channels, to students in relation to services and opportunities available; This position will also be responsible for working collaboratively with nominated Schools to support Student Enrichment activities including the coordination of Student Staff Consultative Committees (SSCCs); recruiting Student Ambassadors for key activities and coordinating College Orientation activities.

Reporting Line

Reports to: Team Leader, Student Enrichment Services

Direct reports: Nil

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.

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

Key Accountabilities

1. Coordinate the delivery and communication of a range of student engagement, enrichment and mobility activities, with a focus on delivering excellent customer service to students and stakeholders.
2. Coordinate the College's Student Staff Consultative Committees (SSCC), working collaboratively with Schools to collate outcomes and actions for contribution to College level plans.
3. Coordinate and support approved College of Business student engagement projects and activities designed to enrich student experience and broaden student engagement.
4. Build and maintain effective working relationships with key RMIT and external stakeholders to ensure the effective development of unit activities, participating in key college and University forums as required.
5. Provide specialist advice and deal with complex queries with reference to existing policies, procedures and guidelines; negotiate and communicate clear and compliant outcomes; and provide referrals to services as appropriate.
6. Participate as an effective and flexible member of the team and contribute to a culture of collaboration and continuous improvement through assisting with streamlining processes, communication lines and support services, and participating in key RMIT forums as required.
7. Maintain a detailed knowledge of University policy and procedures and College procedures and guidelines to ensure the provision of accurate, compliant and consistent application of these to tasks.
8. Participate in the development of team skill building including team knowledge, technical skills and processes and contribute to the mentoring and training of team members. Undertake or participate in projects or other tasks related to the work of the college as required.
9. Other duties as directed within the scope of this classification.

Key Selection Criteria

1. Demonstrated experience in the coordination of student support services and communications, particularly as related to student engagement, enrichment and mobility activities.
2. Demonstrated experience in delivering high quality customer service through understanding the needs of the stakeholder
3. Demonstrated experience working and communicating with a range of students from different cultural backgrounds, young people or other communities in an engagement role with a demonstrated ability to understand and respond to the audience.
4. Proven ability to build and nurture strong and collaborative relationships with stakeholders
5. Demonstrated highly developed organisational, interpersonal, oral and written communication skills.
6. Proven ability to work independently, use initiative and prioritise tasks and meet deadlines in a demanding environment with excellent attention to detail and a commitment to quality assurance and continuous improvement.

7. Demonstrated highly developed analytical and problem solving skills and the ability to develop and implement innovative and creative solutions.
8. Proven ability to adapt to changing software, digital technology and service delivery requirements

Qualifications

Relevant tertiary qualifications and/or proven experience in a similar role

Note: Appointment to this position is subject to passing a Working with Children check.

Endorsed:	Signature: Name: M Sandall Title: Associate Director, Students & Programs Date:	Approved:	Signature: Name: J Austin Title: Director, Planning & Resources Date:
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