

## Job Description – Planning and Services Officer

### Position Details

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<b>Position Title:</b>	Planning and Services Officer
<b>Division/ Centre:</b>	Operations
<b>Department:</b>	Property Services
<b>Campus Location:</b>	Based at the Ho Chi Minh campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
<b>Job Grade/ Classification:</b>	PSV4
<b>Time Fraction:</b>	Full time (1.0)

### RMIT University

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RMIT is a global university of technology and design, focused on creating solutions that transform the future for the benefit of people and their environments. One of Australia's original educational institutions founded in 1887, RMIT University is now the nation's largest tertiary institution with 82,000 students, including more than 12,000 at postgraduate level. The University enjoys an international reputation for excellence in professional and practical education, applied and innovative research, and engagement with the needs of industry and the cities in which we are located.

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, Spain, Belgium and Germany, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 128-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates.

RMIT is a leader in engineering, accounting and finance, computer science and information systems, communication and media studies, psychology, education, law and economics. We are a 5-Star university under the QS Stars international evaluation system, and are 32<sup>nd</sup> in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index).

[www.rmit.edu.au](http://www.rmit.edu.au)

### RMIT Vietnam

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RMIT International University Vietnam is an Asian campus of RMIT University. RMIT Vietnam is creating an innovative research, teaching and learning culture. It is committed to providing internationally recognised high-quality education and professional training for its students, clients and members of the community. As an internationally recognised Australian university based in Asia, RMIT Vietnam assists in the development of human resources in Vietnam and the region by providing opportunities for students from around the world to belong to an international educational community that supports them to achieve their potential in an increasingly globalised world.

Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. RMIT Vietnam is also host to students from Australia and many other countries. All degree programs are recognised by the Vietnamese Ministry of Education and Training (MOET) and are subject to regulation by the Australian Tertiary Education Quality and Standards Agency. RMIT Vietnam is an English speaking university and all teaching is in English.

[www.rmit.edu.vn](http://www.rmit.edu.vn)

## **Position Summary**

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Property Services team has the responsibility to operate, maintain and enhance the buildings owned by RMIT University, oversee construction projects and ensure the provision of physical facilities services. Property Services consists of the following business units:

- Projects
- Facilities Management
- Campus Planning & Services
- Business Administration
- Health, Safety, Security & Sustainability

The position will support Campus Planning & Services team in planning work on space and campus development. This position will also contribute to the provision of high-quality service to from tenants to RMIT students and staff.

## **Reporting Line**

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Reports to: Senior Manager, Campus Planning and Services  
Direct report: N/A

## **Organizational Accountabilities**

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RMIT Vietnam is committed to the health, safety and wellbeing of its staff members. RMIT Vietnam and its staff members must comply with a range of Vietnamese legal and regulatory requirements, including foreign investment & business, import & export, contracts & commerce, banking, finance & foreign exchange, labour, taxation, land & premises, environment, and immigration. RMIT Vietnam expects all staff members to comply with its Code of Conduct, policies and procedures, which relate to legal and regulatory requirements and our ways of working.

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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- Work on reports relating to space utilization and relevant documents for campus planning work.
- Produce reports regarding to service providers' performance and work with Contract Services team to implement improvement plan.
- Coordinate with internal and external stakeholders in dealing contracts' terms to purchase furniture for learning spaces when required and arrange disposal for old furniture.
- Respond to requests relating to space, furniture and other services via phone, emails and in person.
- Manage all payment of utilities expenses and escalate to direct line manager if there is any concern re usage and report to relevant team to investigate.
- In charge of payment transactions of service contracts such as invoices, deposits, reimbursements and ensure that they are tracked and monitored accurately and comply with contract obligations.
- Coordinate and follow up with Senior Managers in monthly campus tour to ensure action items are tracked and agendas reflect strategic priorities.
- Follow up outstanding payments with tenants and report to line manager.
- Conduct Customer Survey on services providers to improve customers' satisfactory. Support Customer services team response to clients and customers as required.
- Meeting minute when required.
- Perform other tasks as required by Senior Manager, Campus Planning & Services

## **Key Selection Criteria**

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- A Bachelor's degree relevant to the business administration or relevant field
- One-year work experience with demonstrated experience in managing services contracts
- A proactive approach to planning, coordination and delivery of work.
- Organised with good time management skills
- High level attention to detail

- Strong skills in coordination, liaison, and communication.
- Demonstrated skills to work in a team

### English Proficiency

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English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS (General) with a score of at least 5.5 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

For any role, English Language Proficiency may also be proven by showing successful completion of secondary education to a level qualifying to enter university study while being instructed through the medium of English, as per the RMIT University recognised qualification list.

<b>Endorsed:</b>	Name: Title: Date:	<b>Approved:</b>	Name: Andy Kimpton Title: Director of Operations Date: Jan 2020
<b>Signature:</b>		<b>Signature:</b>	