

Job Description – Senior Academic English Manager

Position Details

Position Title:	Senior Academic English Manager
Department:	School of English and University Pathways
Campus Location:	Based at the Ha Noi campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PS8
Time Fraction:	Full-time: 1.0 (40 hours per week)

RMIT University

RMIT is a global university of technology, design and enterprise. Our mission is to help shape the world through research, innovation, teaching and engagement, and to create transformative experiences for our students, getting them ready for life and work. One of Australia's original educational institutions founded in 1887, RMIT University now has 82,000 students including 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, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent. RMIT prides itself on the strong industry links it has forged over its 129-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. We are a 5-Star university under the QS Stars international evaluation system, and are 21st in the world among universities less than 50 years old (2015 QS Top 50 Under 50 index).

RMIT is ranked among the world's top universities in 23 of 38 assessed subjects (and all five faculty areas) featured in the 2017 QS World University Rankings by Subject. RMIT features among the world's top 100 ranking in the 2017 QS subject rankings in Art and Design; Architecture and the Built Environment; Computer Science, Information Systems, Engineering (Civil and Structural); Engineering (Electrical and Electronic); Communication and Media Studies, Education, Business and Management Studies, and Development Studies. The University's research was rated "well above world standard" in 13 research fields and "above world standard" in a further nine fields in the 2015 Excellence in Research for Australia evaluation. In the 2017 QS Graduate Employability Rankings, RMIT is ranked seventh in Australia and 71-80 in the world on the basis of employer reputation, alumni outcomes, partnerships with employers, employer-student connections and graduate employment rate.

www.rmit.edu.au

RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University. RMIT Vietnam is creating an innovative research, teaching and learning culture. We are committed to providing internationally recognised high-quality education and professional training for our students, clients and members of the community.

As an internationally recognised Australian university based in Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and the region.

Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. Given its international profile, 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. The academic programs span from vocational English through to undergraduate, post-graduate and Ph.D. programs. All teaching at RMIT Vietnam is in English. www.rmit.edu.vn

Position Summary

The Senior Academic Manager is responsible for the management of various English programs offered in Hanoi, including but not restricted to:

- Providing academic leadership in the School of English & University Pathways, in respect of teaching and learning, and; daily operations and staff performance.
- On ground human resources management support including, performance management, scheduling classes timetabling, teaching and non-teaching hours tracking and supporting teacher recruitment interviews.
- Ensuring that academic quality, consistency and achievement of learning outcomes is evident in all classes.
- Contributing to the strategic direction setting of the School by working collaboratively with other relevant members of the School's Executive group to plan and develop programs.
- Supporting development of professional learning and commercial activities and ensuring the viability of the School's PL activities.
- Contributing to the growth of the School through supporting all relevant sales and marketing activities related to both English for University and New Initiatives Programs.

Reporting Line

Reports to:	Director School of English & University Pathways
Indirectly reports to:	Heads of Department; New Initiatives & English for University on programs delivered in Hanoi
Direct reports:	SEUP teaching staff at Hanoi location

Key Accountabilities

- Provide academic leadership to the academic staff and contribute to the overall running of the English School in Hanoi.
- Provide support in systems management and customer service to Administrative and Student Engagement Staff.
- Ensure an active School commitment to student services and support, and to the enhancement of the student experience.
- Develop appropriately skilled and motivated teaching staff within the School through recruitment, fostering a culture of teamwork and engagement, and identifying relevant academic staff professional development needs with the department heads or PL coordinators.
- Develop appropriate networks and relationships internally and externally as required.
- Represent SEUP at relevant government and or industry events.
- Ensure that the programs comply with all applicable external and university regulatory requirements, including RMIT Policies and Procedures, Vietnamese and Australian legal and regulatory requirements, NEAS and TEQSA.
- Contribute to the strategic development and growth of the School including planning and implementation.
- Supervise, mentor and support staff under the guidance of HOD when student issues which arise.
- Collaborate with RMIT University Vietnam Marketing and Student Recruitment to support and coordinate program marketing/events at public forums and providing input into marketing collaterals.
- Assist the Director and Department Heads on assigned projects to develop and implement SEUP projects and plans.

- Identify and communicate with the Director and Heads of Departments in relation to operations, teaching and learning.
- Conduct regular teacher meetings to keep information flow to Hanoi teachers and foster a strong sense of belonging within SEUP and RMIT.
- Contribute to quality assurance by providing oversight of and reporting on Program and Course Logs, Program Annual Reviews, program team meetings and student feedback mechanisms as well as overseeing a program of teacher classroom observations for all teaching staff in their programs in cooperation with the Department Heads.
- Deliver up to 0.35 FTE teaching allocation.
- Ensure the continual development, suitability, effectiveness and efficiency of the workforce through performance management and workload planning, observations, leave approval, scheduling, contract renewal or completion, teacher recruitment, team building activities, and staff counselling.
- Carry out other duties, both academic and administrative as required.

Key Selection Criteria

A: Qualifications and Pre-requisites

Mandatory

- Relevant Master's Degree or Postgraduate qualification plus CELTA or equivalent.

B: Employment/ Professional Experience

Mandatory

- Experience in delivering professional development in an ELT university environment 5 years' teaching experience (post qualification)
- At least three years of experience operating at a management level in a language teaching organisation
- Experience as a teacher in a range of English for University settings.

Preferred

- Experience with RMIT

C: Competencies - skills, knowledge, abilities

Essential

1. Demonstrated capability related to the effective leadership and management of language teaching programs.
2. Demonstrated ability to develop, implement and manage courses and administrative systems.
3. Ability to contribute to and support the strategic and operational directives for RMIT University.
4. Well-developed interpersonal skills, including negotiation, liaison, cross cultural communication and report writing skills.
5. Demonstrated capability to be an effective member of a management team where responsibilities span multiple locations and where delivery of programs involves collaboration with fellow managers in a matrix reporting structure.
6. A commitment to quality higher education and an understanding of contemporary approaches to teaching and learning that underpin English language programs at RMIT Vietnam.

English Proficiency

English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS (Academic) with a score of at least 8.5 (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.

Organisational Accountabilities

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.

Work Permit

All foreign employees must adhere to the requirements for obtaining a valid visa and work permit in Vietnam. These requirements are mandated by the Government and may be over and above the mandatory requirements and key selection criteria. Work permit requirements are subject to change. RMIT Vietnam accepts zero tolerance to non-adherence of the immigration laws of Vietnam.

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