Job Description – Academic Feedback, Analytics and Reporting Officer

Position Details

Position Title:	Academic Feedback, Analytics and Reporting Officer
Division/ Centre:	Vice President Academic
Department:	Learning & Teaching Unit
Campus Location:	Based at the Saigon South campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PSV5
Time Fraction:	Full-time

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.

Position Summary

The Academic Feedback, Analytics and Reporting Officer works in the Office of the Vice President Academic (OVPA). This position supports the mission of OVPA to improve the student learning experience through collection, analysis and reporting on teaching quality indicators, student satisfaction data, and student performance and behaviours.

Reporting Line

Reports to: Manager – Educational technology

Key Accountabilities

1. Manage RMIT survey processes. Coordinate data collection through surveys and other process throughout the year. Draft and update annual and semester calendars and checklists that data collections are properly scoped and do not conflict. Work to minimise the data collection burden imposed on staff and students.

2. Manage all survey communications and data collection processes. Liaise with staff across the university to ensure survey response rates deliver reports of good or sufficient reliability.

3. Recruit, train, and manage Student Survey Representatives. Ensure that the SSRs comply with RMIT's data collection rules and follow appropriate scripts and processes. Ensure that SSR payroll is accurate and submitted on time each period.

4. Prepare reports which provide insights to the university on teaching quality, student perceptions, and student behaviour and performance. Prepare all reports with the highest level of accuracy, and within agreed timelines.

5. Use relevant software to analyse data and prepare reports and visualisations. Develop and maintain scripts to automate the production of reports for large numbers of unique users.

6. Assist in the formal evaluation of OVPA project outcomes by conducting or facilitating data collection and reporting.

7. Champion the role of data in improving the student learning experience. Provide expert advice to work teams on feedback collection methods and tools to best address analysis requirements and provide current, actionable information.

8. Build teaching staffs' confidence in the value of student feedback and its importance in improving the student learning experience. Deliver briefings, meet teaching staff 1:1 and create explanatory support materials (e.g., intranet content) to achieve this. Provide prompt and accurate support to teaching staff queries through our ticketing system.

9. Strictly protect and maintain the confidentiality of data and reports; Develop and follow appropriate procedures for secure storage of all data. Inspire staff trust in the security of our data management processes.

10. Collaborate with professional staff responsible for Office of Strategy and Governance and Student Record System management to ensure efficient sharing of data and reporting.

Key Selection Criteria

1. A degree and/or postgraduate qualification relating to Market Research, Data Science, Statistics or other relevant field.

2. Demonstrated experience managing complete survey cycles of data collection, analysis, and reporting using contemporary professional tools (e.g., Qualtrics, SPSS, Tableau).

3. Demonstrated experience in working with databases, undertaking data collection, and statistical analysis of complex tracking datasets where indicators are changed periodically; to automate report generation by writing basic scripts.

4. Preferable: experience using data visualisation tools; experience analysing and reporting on qualitative data; experience working or learning in an international or multinational environment, with designing basic database schemas to support flexible, dynamic reporting.

5. Strong attention to detail; strong analytical skills; well-developed ability to maintain accuracy in reporting over extended time periods and while working with large data sets.

6. Ability to prioritise and schedule tasks, and to manage time and resources; to manage annual and semesterly routines with limited management oversight.

7. Ability to recognise patterns within and between data sets; to accurately document work processes; to reflect on practice and continuously improve processes.

8. Well-developed interpersonal skills, written and oral communication skills including experience communicating with staff at all levels of the organisation.

9. Professional integrity and the ability to maintain confidentiality and security when working with sensitive information.

10. Preferable: positive and flexible approach, with a proven ability and willingness to embrace changes, support new initiatives, and develop new skills; knowledge and understanding of the tertiary education sector and the issues shaping it.

11. Ability to display appropriate behaviours in line with the position, as per the RMIT Behavioural Capability Framework (Connectedness, Commitment to Excellence – Improve and Simplify; Imagination and Innovation; Impact; Inclusion; Agility).

English Proficiency

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 6.0 or BULATS Upper Intermediate Level 65 (or equivalent, as outlined in the Recruitment and Selection Guidelines).

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.

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