

## Job Description – Academic Administration Officer

### Position Details

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<b>Position Title:</b>	Academic Administration Officer
<b>Division/ Centre:</b>	School of Business and Management
<b>Department:</b>	Office of School of Business and Management
<b>Campus Location:</b>	Based at the Saigon South campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
<b>Job Grade/ Classification:</b>	PSV04
<b>Time Fraction:</b>	1.0

### RMIT University

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

### RMIT Vietnam

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

## **Position Summary**

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This role provides administrative support to the Head of Department, senior level managers, Discipline Leads, Course Coordinators and academic staff within the business unit. Responsibilities include, but are not restricted to: administrative and secretarial support for meetings, (including meeting scheduling, minuting and circulation of meeting documents), Head of Department calendar management, student engagement activities and departmental events, staff travel, leave, recruitment, and staff induction. The Officer provides report data and other reports as required by senior management of the business unit.

This role is a member of the wider business unit administration team and is expected to support other team members with their activities and to collaborate to establish and maintain consistent School-wide systems.

## **Reporting Line**

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Reports to: Administration Manager, School of Business and Management

## **Key Accountabilities**

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- Provide high quality administrative support to staff and students of the relevant department including, but not limited to: departmental applications and forms, management of file systems, student advisement, management of administrative resources and teaching materials, meetings arrangement and minute taking, translation services, research support, leave calendar and travel arrangements.
- Contribute to the development and management of school committees through attending meetings, preparing agendas and minutes, providing advice and recommendations related to administrative processes and procedures and support committee recruitment processes.
- Provide support and guidance to relevant stakeholders on the management of program assessment board and at-risk students, organizing and supporting the Student-Staff Consultative Committee, teaching and timetabling allocations, textbook inventories, course assessment processes, marks amendments processes, student feedback and complaints.
- Provide in depth and detailed advice to students on program plans, program completion, course selections, career pathways and other development related issues.
- Assist in coordinating, organising and running internal and external events through arrangement of logistics, catering, marketing and invitations for department and centre wide events including, but not limited to: guest lectures, intensive study courses, student company visits, corporate trainings, international visitors, Academic staff visits to schools, and industry engagement events.
- Regularly manage departmental projects including coordinating and planning the project, recruiting staff and student volunteers, managing budgetary requirements, reporting the project status to management and documenting project activities.
- Participate in school-wide marketing related activities support including: monitoring and updating intranet (and other marketing and social media channels) content related to courses, programs, department information and providing bilingual coordination with Communications and Marketing Department to deliver program information on RMIT website
- Prepare all necessary documents for staff recruitment including, but not limited to: job description, CVs for Heads of Department to review and interview. Prepare and process HR related documents for hiring new staff, reappointment, reclassification, workload variation, etc.
- Assist business unit staff in Hanoi Campus regarding documentation approval from Heads of Department to ensure a smooth operation between RMIT HN and SGS.
- Coaching new admin staff to ensure the staff receive appropriate induction and knowledge to perform their tasks efficiently and in accordance with RMIT policies and procedures
- Other duties as requested by the Head of Department, the School Manager and the Administration Manager

## **Key Selection Criteria**

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1. A relevant Bachelor degree
2. Demonstrated at least 1 year experience in administration or secretarial role. Experience in the higher education sector is preferable.
3. Experience in using a range of Microsoft Office Suite programs and multimedia applications are preferred.
4. Strong customer service approach with ability to work effectively with a range of stakeholders across different locations.
5. Demonstrated ability to analyse, interpret and evaluate and present information to a wide range of audiences.
6. Ability to produce and present data via reports.
7. Team player with the ability to work independently as and when required.

8. Demonstrated organisational and time management skills with the ability to prioritise effectively and co-manage a wide range of tasks in a proactive manner.
9. Demonstrated skills in database management and record keeping.
10. 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**

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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 and Selection Guidelines).

### **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.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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