

Job Description – Student Engagement & Administrative Officer

Position Details

Position Title:	Student Engagement & Administrative Officer
Division/ Centre:	English & University Pathways (SEUP)
Department:	English & University Pathways (SEUP)
Campus Location:	Based at the Hanoi City campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PSV3
Time Fraction:	Full time (1.0)

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, postgraduate and Phd. programs. All teaching at RMIT Vietnam is in English.

www.rmit.edu.vn

Position Summary

This role will ensure the smooth provision of administrative activities required by the Senior Academic English Manager relating to the academic policies and procedures of RMIT Vietnam and English & University Pathways (SEUP). This position has shared responsibility of administration support for the day to day operations of SEUP programs, conducting of Placement Testing and supporting student engagement to provide students with an exceptional experience.

This role is also the main contact point in the SEUP that responds to the general enquiries of current students, parents and members of staff of English for University and Unistart programs. The incumbent will provide information about student progress, attendance, results, materials, advice, complaint or issue resolution and deliver this to a high standard of customer service intended to exceed our customers' expectations.

Reporting Line

Reports to: Senior Academic English Manager - SEUP

Key Accountabilities

Customer Service

- Communicate a clear and deep understanding of SEUP products, student processes, policies, procedures and guidelines from SEUP and RMIT University Vietnam so that related questions or issues from students or parents can be addressed promptly, accurately and transparently.
- Actively contact current students and parents before, during and after the course regarding attendance issues, At Risk students, missed exams, end of course exclusion, teachers' feedback, failed students, operational changes, deadlines and other administrative communications.
- Actively contact students who have stopped studying in the SEUP each term to give advice on course re-enrolment to increase retention.
- Arrange meetings or counselling sessions for students or parents to meet Senior Academic English Manager regarding student progress or issues and translate when required.
- Conduct Placement Testing and support events to introduce RMIT student support and services and create excellent customer experiences for potential students and parents.
- Maintain frequent and effective communications with RMIT Connect, Student Recruitment & Marketing, Student Admin, and Finance to ensure enrolments, payments, requests or issues from students or parents are processed efficiently and with minimal errors.

Administration Support

- Provide day-to-day administrative support for Senior Academic English Manager and Teachers including student related records, regular equipment audits, any problems with facilities and equipment, student results and reports and alike.
- Provide timely and accurate reports to management staff and stakeholders in relation to individual sales targets, enrolment numbers, placement testing, English entry levels, inquiry volumes, variances, challenges and trends whenever required.
- Conduct end of course evaluations and ensure course evaluation reporting requirements are met.
- Support and cover other SEUP staff's tasks when they are on leave or work in shift to ensure smooth communication and daily operation.

- Ensure all documentation collected from or about students is complete, accurate, unambiguous and in sufficient detail.
- Undertake any other duties that may be required by Senior Academic English Manager.
- Manage all SEUP assets including but not limited to computers, printers, laptops, tablets at different campuses of RMIT Vietnam to run the English programs. The management includes loan process system, asset reports, transfer, disposal, purchase of replacement and new additional items, and maintenance services.
- Provide and coordinate high quality administrative support to staff, teachers and students of the relevant department including, but not limited to: placement testing, issuing of exam results, management of file systems, student advisement, students and parents' feedback and complaints, management of administrative resources and teaching materials, translation services, research support, records of internship, and contract preparation.
- Undertake any other duties that may be required by Senior Academic English Manager.

Finance administration

- Work with local suppliers, prepare contracts, PRs, PVs, memos, and quotations, and liaise with SEUP
- Prepare PVs for staff per diems and reimbursements.

Key Selection Criteria

1. A relevant Bachelor Degree. Bachelor Degree in the major of Sales and Communication is desirable.
2. At least 2 years' experience in customer service and administration.
3. Demonstrate a commitment to service ethics and excellence through the provision of quality service and advice and timely responses.
4. Well-developed and demonstrable interpersonal skills, including negotiation, liaison, and cross cultural communication specifically in relation to customer relationship and sales functions.
5. Highly organised, detail oriented and able to handle multiple tasks simultaneously in a fast-paced environment.
6. Excellent customer service ethics and high expectations of quality.
7. Well-developed planning, organizational and problem solving skills with the ability to supervise, coordinate and/or implement tasks in a timely fashion.
8. Attention to detail and accuracy when managing and communicating information and when entering data.
9. Excellent verbal and written communication skills.
10. Demonstrated ability to work independently and as part of a team.
11. Experience using database systems, experience in sales and customer services in the education industry.
12. Experience working with a wide range of suppliers, contractors, production houses, and event agencies regarding supplier contract management, performance evaluation and OHS.
13. Sound knowledge and skills using CRM systems.
14. 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 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.

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.

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

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