

Job Description – Executive Assistant

Position Details

| | |
|----------------------------------|---|
| Position Title: | Executive Assistant to Head of School & Deputy PVC International (Vietnam) |
| Division/ School: | School of Business and Management |
| Department: | Office of SBM |
| 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: | PSV04 |
| Time Fraction: | 1.0FTE (40 hrs 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, three in Vietnam (Hanoi, Ho Chi Minh City, Da Nang) and a centre in Barcelona, Spain, RMIT is a truly global university which also offers programs through partners across Asia and Europe.

RMIT is a 5-Star university under the QS Stars international evaluation system and it prides itself on the strong industry links it has forged over its 130-year history. RMIT ranks in the world's top 400 in the 2018 Academic Ranking of World Universities and in the world's top 500 in 2018 Times Higher Education World University Rankings. Furthermore, RMIT is among the world's top 100 universities in disciplines including Communication and Media Studies; Business and Management Studies; Accounting and Finance; and Computer Science and Information Systems.

www.rmit.edu.au

RMIT Vietnam, School of Business and Management

As an internationally recognised Australian university based in Asia, RMIT Vietnam – a campus of RMIT University – has created an innovative research, teaching and learning culture to support the development of the next generation of professionals in Vietnam. RMIT Vietnam is committed to providing internationally recognised high quality education and professional training for our students, clients and members of the community.

RMIT Vietnam is an English-speaking university and all teaching is in English. Degrees are awarded by RMIT University in Australia and 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. See www.rmit.edu.vn

The School of Business & Management has been offering high quality business education to students in Vietnam since 2002. Our programs align with the current needs of industry, and are relevant to the issues that reflect both Vietnamese and international business challenges.

Our students graduate work-ready and have the skills required to adapt to an ever-changing business world. The School's close partnerships with industry ensures that our students are equipped with the skills employers are looking for. These include high-level problem-solving skills, effective communication, and the ability to analyse complex situations and 'think outside the box'. For more information see: <https://www.rmit.edu.vn/our-schools-centres/school-business-management>

Position Summary

Under supervision of the School Manager and Head of School (HoS) / Deputy PVC International (Vietnam), the Executive Assistant is responsible for providing essential support through diary management, managing correspondence and documentation, drafting letters and standard communications; ensuring that correspondence and presentations are of a high standard; and assisting the HoS to ensure that actions arising from correspondence and meetings are completed in a timely and appropriate manner.

The Executive Assistant also provides support to designated members of the College and School Executive leadership teams, as well as the Industry School Advisory Board members upon request.

The incumbent will contribute to other tasks that also include local/national/international teleconference and meeting coordination, committee servicing and minute taking, event organisation, travel bookings as well as responding to email and phone enquiries for the HoS/Deputy PVC International (Vietnam).

The nature of the position requires regular contact with different sectors within the University and is the first point of contact for people wishing to communicate with the Head of School (HoS) / Deputy PVC International (Vietnam). It also requires interactions with external agencies, corporations, government officials and staff in other education institutions, as well as broadly across the university globally.

Reporting Line

Reports to: School Manager, School of Business and Management

Indirectly reports to: Head of School (HoS) & Deputy PVC International (Vietnam)

Key Accountabilities

- Provide high level, confidential executive support services, including:
 - a) diary management which encompasses all arrangements associated with organising internal and external meetings for the HoS and work diary and travel arrangements domestically and internationally;
 - b) preparing/drafting and/or responding to correspondence through emails, letters, memos, reports and presentation materials including routine correspondence, speech notes;
 - c) managing all incoming and outgoing correspondence, using the TRIM document management system and;
 - d) preparing/organising briefing material relating to the HoS' appointments and meetings, including supporting the preparation and production of meeting papers.
- Assist the Manager, School of Business and Management in managing the operations of the Office of SBM, including collaborating with the Administrative Managers at SGS and Hanoi and the Academic Administrative Officers for invoicing and reimbursements, correspondence, meetings, managing corporate seal signings, keep records of all sealed documents, and other administrative tasks as required.
- Assist in preparing for events involving the HoS such as College and School Executive meetings, Town Halls, Industry Functions, Executive planning sessions and other School-focused events, including catering, speech notes, presentation slides and briefing papers.
- Coordinate travel, itineraries, etc., for senior executive visitors as required, including arrangement of itinerary and logistics.
- Support HR administration activities including recruitment and onboarding activities including assisting in organising meetings as part of induction, position allowances loadings and contract ends and support workforce planning projects.
- Liaise with key internal and external stakeholders (Senior Executives, Office of Vice President, Industry Advisory Board, etc.) appropriately to deliver support to the Office of SBM.
- Manage and track correspondence and documentation for the HoS and Office of SBM ensuring that actions arising from correspondence and meetings to be completed in a timely and appropriate manner; use judgement to determine level of urgency, ensure the HoS or other relevant senior staff are made aware of matters that require their action. Follow up as required.
- Collaborate with other Executive Assistants to members of the Vietnam Senior Leadership Team and Academic Administrative Executive Officers in the School, including providing mentoring and advice when requested. Provide back up support for the other areas in the Office of SBM when necessary.
- Undertake other duties as directed and required.

Key Selection Criteria

1. Experience in providing high-level secretarial and administrative support in a university environment or similar large and complex organisation and covering diary and travel management, correspondence, action management, document development and information management.
2. Demonstrated high level cross-cultural and communication skills, in both written and spoken English and Vietnamese.
3. Well-developed organisational, interpersonal and negotiation skills and, the proven ability to liaise effectively with a wide range of management, staff and external parties on complex, sensitive and confidential issues, including the ability to draft correspondence of a high standard to internal and external stakeholders.
4. Well-developed problem-solving skills, with the ability to take the initiative in identifying and pursuing opportunities to improve existing practices and services.
5. Ability to build and maintain effective and productive relationships with a wide range of groups, both internal and external to the University.
6. Demonstrated superior knowledge and experience in using computer software such as Microsoft Office suite.
7. Ability to prioritise tasks and meet deadlines in a demanding environment.

Qualifications and Checks

Mandatory

Tertiary qualifications in relevant fields

Experience working in multinational companies

Executive support experience in excess of 5 years to CEO/Senior Executive roles

Preferred

Relevant post graduate qualifications

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 (BULATS 60).

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: Linda Batrich Title: School Manager, SBM Date: July 2019 | Approved: | Signature: Name: A/Prof Mathews Nkhoma Title: Head of School, SBM Date: July 2019 |
|------------------|--|------------------|--|