

Job Description – Program Advisor cum Administrative Coordinator

Position Details

Position Title:	Program Advisor cum Administrative Coordinator
Division/ School:	School of English & University Pathways (SEUP)
Department:	School of Languages and English SEUP)
Campus Location:	Based at the Hanoi campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PSV4
Time Fraction:	

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

This role is the main contact point in the School of English & University Pathways (SEUP) catering to the general customer service enquiries of prospective and current English students and their parents. This role is responsible for providing information about student progress, attendance, results and materials, offering advice and resolving complaints or issues to a high standard exceeding customers' expectations.

This position is also directly responsible for all student recruitment processes from the point of generating first contact through to admissions. The quality and effectiveness of their Program Advisor tasks relate directly to the number of students enrolled in any products of New Initiatives programs.

Reporting Line

Reports to: Senior Academic English Manager (Hanoi) and Student Engagement & Marketing Manager, School of Languages and English

Key Accountabilities

Program Advisor:

- Point of contact for delivery of accurate and comprehensive information to customers about the University, ensuring all advice and information provided to customers in relation to RMIT programs, entry requirements, admissions and selection processes is up-to-date, accurate and timely.
- In charge of the SEUP recruitment and enrolment process from first enquiry to the point of enrolment and ensure a high level of service across all customer touch points.
- Understand the required key performance indicators (KPI's) across the recruitment process and work toward achieving them, including, but not limited to number of calls, enquiries, applications, placement tests, and enrolments.
- Follow the guidelines on usage of the CRM and its entire functions and execute the communications plan for prospective students. Follow the guidelines of the data entry processes into the CRM to ensure accuracy of all information obtained through recruitment events and related activities. Ensure the information is captured in CRM on a timely basis and accurately report on the effectiveness of those events and activities.
- Provide timely and accurate reports to the Student Engagement & Marketing Manager and other 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.
- Perform the role of presenter and MC across student recruitment activities and promotional events which showcase English language programs and strengthen the RMIT global brand on a national level.
- Perform any other duties that may be required.

Administrative Coordinator:

- Develop new guidelines and procedures to set up any New Initiative programs, including procedures for communication with students and parents. Provide advice and recommendations on improvements to administrative procedures and processes across the School.
- Point of contact and coordinator between the potential and current corporate clients and SEUP in order to develop and maintain client relationships and provide professional and high standard customer service.

- Coordinate with stakeholders and student volunteers to lead and organize events and activities relating to open days, orientation, graduation of corporate clients, Teen programs, IELTS Test preparation programs, and other English programs as assigned by Student Engagement and Marketing Manager or Senior Academic English Manager.
- Manage all assets of New Initiative programs and any new English programs 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.
- Manage departmental projects as assigned by Senior Academic English Manager and Student Engagement & Marketing Manager including coordinating and planning projects, recruiting staff and student volunteers, managing budgetary requirements, reporting project status to management and documenting project activities.
- Train and provide ongoing support to new members of the SEUP administrative team.

Teen Program & IELTS Program Specific Duties:

- Recruit, train, supervise and advise Teaching Assistants (TAs) of the Teen & IELTS Program to ensure they perform their role to the best of their ability. This will include training TAs in how to communicate professionally with parents.
- Actively guide TAs with the delivery of classes, workshops and activities within the guidelines of RMIT New Initiatives Programs.
- Organise the TAs' schedule and check that their timesheets are accurately completed. Supervise TAs to ensure they come to work on time and support them to manage difficult situations. Cover for sick or late TAs (as needed).
- Follow up with all TAs monthly to make sure they fill in all student records.
- Work with the Teen & IELTS Program Coordinators to monitor teacher feedback on the TAs and to resolve issues as required.
- Provide necessary administrative support on materials for all teachers during their working hours.
- Provide day-to-day administrative support for the Teen & IELTS Program including student-related records, regular equipment audits, any problems with facilities and equipment, student results and reports and alike.
- 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' feedbacks, failed students, operational changes, deadlines and other administrative communications.
- Provide accurate and full translation of written and spoken information from English to Vietnamese or vice versa.
- Ensure that reports are delivered to students and parents. This will also include calling parents on a regular basis to inform them of their son or daughter's progress in class.
- Deal with parent or student issues during working hours.
- Make sure students arrive on site and leave the premises in a safe and orderly fashion.
- Manage the online sharing of class video and photos with parents as appropriate.

- Other duties as requested by Senior Academic English Manager and Student Engagement & Marketing Manager.

Key Selection Criteria

1. A relevant degree.
2. At least 3 years' of experience in customer service, administrative or sales oriented role.
3. Excellent communication skills, both written and oral, with the ability to communicate effectively on regulatory matters but with sensitivity to the need for clear and unambiguous communication with students.
4. Excellent customer service skills with ability to liaise with and influence a range of diverse stakeholders.
5. Well-developed interpersonal skills, including negotiation, liaison, and cross-cultural communication; the ability to convey complex information, ideas and concepts clearly and efficiently to a variety of different audiences.
6. Excellent team player along with the ability to work effectively independently.
7. Excellent organisational and time management skills. Prior experience in effectively using and updating CRM or Sales management tool is desirable.
8. Demonstrated ability to analyse, interpret and evaluate information.
9. Demonstrated computer proficiency in programs such as Microsoft Word, Excel and Google Docs and multimedia related applications.
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

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).

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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