

Job Description – Operations Support Officer

Position Details

Position Title:	OPERATIONS SUPPORT OFFICER
Division:	OPERATIONS
Department:	PROPERTY SERVICES
Campus Location:	Based at SGS 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 (40 hours 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 (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 features among the world's top 200 institutions in 13 of the 30 subject areas in the 2015 QS subject rankings. We are among the world's top 100 universities in Art and Design; Architecture and the Built Environment; Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Aeronautical and Manufacturing); Computer Science; and Business and Management Studies. The University's research was ranked among the best in the world in the 2015 Excellence in Research for Australia evaluation. RMIT was rated "well above world standard" in 13 fields and "above world standard" in a further nine fields.

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

The position engages with various day-to-day operational administration activities and provides the administration support role in the Critical Incident Management Team.

Reporting Line

Reports to: Operations Support Manager

Indirectly reports to: N/A

Direct reports: N/A

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.

Key Accountabilities

Admin Supports

- Assist the Director of Operations with secretarial and administrative duties as required, including processing payment of invoices and reimbursements.
- Arrange the office supplies relating to Operations-related activities.
- Arrange the facilities and catering for Operations-related functions (CIMT trainings, Operational workshops, meetings, etc.), in conjunction with Admin team.
- Provide travel arrangements for the Director of Operations and visitors as required, in conjunction with the reporting line manager.
- Support to arrange the Operations Management team and other visitors' schedules and activities for travels and visits, in consultancy and coordination with the reporting line manager.
- Translate documents for the Director of Operations as required.
- Perform other related duties as assigned or requested.

Document Control Supports

- Coordinate the preparation of the Director of Operations' reports and correspondence with Local Authorities, in consultancy with the reporting line manager.
- Prepare the contract documentation for new project(s) led by the Director of Operations in consultancy with the reporting line manager.
- Follow-up the progress and arrange payment paperwork for new project(s) led by the Director of Operations in consultancy with the reporting line manager.
- Manage record of documents approved by Director of Operations.
- Manage recording and checking payments from Facilities teams against Archibus system to ensure that all works initiated by Facilities team are logged in properly.
- Implement the TRIM filing system, in conjunction with Admin team.

Financial Supports

- Provide support in consolidation of the budget / forecast for Operations, Residential Centre, OHS Management and Transportations for Global Development Office.
- Provide support in record and monitor of actual expenses vs approved budget / forecast for Operations Management, Residential Centre, OHS Management and Transportations for Global Development Office on monthly basis.

Critical Incident Management Team (C.I.M.T) Supports

- Provide administrative and secretarial support to Director of Operations (Head of CIMT) to ensure Critical Incident Management Plan (CIMP) is maintained up to date, and relevant for any critical incident which may occur.
- Ensure the logistic support of the CIMT is in place and stocked as required.

Key Selection Criteria

1. Minimum two-years work experience in relevant secretarial, executive assistant or administrative assistant experience.

2. Demonstrated understanding or ability to quickly attain understanding of administration procedures and protocols.
3. Acute attention to detail and accuracy when managing information.
4. Ability to work independently and as a part of team.
5. Good communication skill in both Vietnamese and English
6. Good interpersonal skills, including negotiation, liaison and cross-cultural communication.
7. Good organisational skills, including time management and the ability to manage a range of tasks pro-actively.
8. Proficient use of Word, Excel, Outlook, Power Point, Access, Google Apps.
9. 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).
10. Tertiary degree in business or related field preferable.

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 5.5-6.5 (or equivalent, as outlined in the Recruitment, Selection and On-boarding 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.

Endorsed:	Signature:	Approved:	Signature: