

## Job Description – Executive Assistant to Director, Academic & Student Services

### Position Details

---

Position Title:	Executive Assistant to Director, Academic & Student Services (EA to DASS)
Division/ Centre:	Vice President Academic
Department:	Academic & Student Services
<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 (FT)

### 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](http://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.

## **Position Summary**

---

This is an exciting position for someone who wants to make a difference in a leading University. Under supervision of the Director, Academic & Student Services - the Executive Assistant will facilitate the operation of the Office of Academic & Student Services and assist the Director in ensuring the well-being of all staff in the office.

The incumbent, will manage the Director's diary in a manner that ensures priorities within the University are attended to. This will entail organising travel bookings itineraries and logistics for the Director and visiting University senior executives.

The Executive Assistant will be a trusted confidant to the Director, Academic & Student Services and accordingly will be responsible for assisting in the development of correspondence, documentation, and the running of events essential to the University.

The nature of the position is one that facilitates the important work of the Office of Academic & Student Services and therefore requires regular contact with different sectors within the University. The Executive Assistant is the first point of contact for people wishing to communicate with the Director. It also requires interactions with external agencies, corporations, government officials and staff in other education institutions, as well as broadly across the university globally. The Executive Assistant will be instrumental in coordinating the interactions of the Office with key stakeholders through local/national/international teleconference and meetings. The Executive Assistant will assist the strategic intent of key committees through minute taking,

The Executive Assistant, as a valued member of the University, may also provide support to designated members of the College and Office of the Vice-President's senior leadership team upon request.

## **Reporting Line**

---

Reports to: Director, Academic and Student Services

## **Key Accountabilities**

---

- Provide high level, confidential executive support services, including:
  - a) Assist the director in ensuring the wellbeing of all staff in the Office of Academic & Student Services;
  - b) diary management which encompasses all arrangements associated with organising internal and external meetings for the DASS and work diary and travel arrangements domestically and internationally;
  - c) preparing/drafting and/or responding to correspondence through emails, letters, memos, reports and presentation materials including routine correspondence, speech notes;
  - d) managing all incoming and outgoing correspondence, using the TRIM document management system and;
  - e) preparing/organising briefing material relating to the DASS's appointments and meetings, including supporting the preparation and production of meeting papers.
- Assist the DASS in managing the operation of the Academic & Student Services Department, including 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 DASS such as leadership meetings, professional development activities, Industry Functions, and other Department-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.
- Manage and track correspondence and documentation for the DASS and the Department 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 DASS 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, including providing mentoring and advice when requested. Provide back up support for the other areas in the Department when necessary.
- Undertake other duties as directed and required.

### **Key Selection Criteria**

---

- Tertiary qualifications in relevant fields is preferred.
- Executive support experience in excess of 3 years to a CEO/ Executive role.
- Experience in providing 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.
- Demonstrated high level cross-cultural and communication skills, in both written and spoken English and Vietnamese.
- Well-developed organisational, interpersonal and negotiation skills and, the proven ability to work well in a team and liaise effectively with a wide range of management, staff and external parties.
- Well-developed problem-solving skills, with the ability to take the initiative in identifying and pursuing opportunities to improve existing practices and services.
- Ability to build and maintain effective and productive relationships with a wide range of groups, both internal and external to the University.
- Demonstrated good knowledge and experience in using computer software such as Microsoft Office suite.
- Ability to prioritise tasks and meet deadlines.
- 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.

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