

Job Description – Administrative Assistant

Position Details

| | |
|--------------------------|---|
| Position Title: | Administrative Assistant (AA) |
| Division/ Centre: | School of English and University Pathways (SEUP) |
| Department: | School of English and University Pathways (SEUP) |
| Campus Location: | Based at the Hanoi campus, but may be required to work and/or be based at other campuses of RMIT Vietnam. |
| Time Fraction: | 6-month contract |

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.

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

SEUP Administrative Assistant is responsible for reception and administrative support to RMIT English Program including English for University (EU), Unistart, Teen Explorers, Teen Summer and IELTS Pathway. Activities include, but are not limited to, providing support to students and teachers, contacting parents for student reports, progress and re-enrolment process, liaising with TA Supervisor to provide Teen Program support, and participating in student activities as needed.

Reporting Line

Reports to: SEUP Senior Academic English Manager & Student Engagement & Marketing Manager

Key Accountabilities

1. Class related admin and consultant support (50%):

- Be on duty at Hanoi campus in the evening and on weekends to provide timely support for teachers, students, and Teaching Assistants (when needed).
- Communicate a clear and deep understanding of SEUP products, student processes, policies, procedures and guidelines from SEUP and RMIT University so that related questions or issues from students or parents can be addressed promptly, accurately and transparently.
- Provide day-to-day administrative support for the Student Engagement and Administrative Officer, Senior Manager and Teachers including student related records, administration related to new classes (inc.registers, online workbook distribution and student online induction), regular equipment audits, any problems with facilities and equipment, student results, reports, surveys and the like.
- Provide necessary administrative support for teachers during their working hours including being responsible for scheduling classrooms, locating the whereabouts of all materials, and ensuring all class attendance registers are updated.
- Responsible for all equipment required on courses for students and teachers of the Teens Program. This includes safely storing all equipment and maintaining equipment condition. Liaise with other departments to resolve urgent problems related to facilities.
- Immediately report any cases of damaged equipment to Administrative Officer and Senior Manager. Inform teachers/ relevant staff when equipment is not available because it is under repair so they can make alternative plans.
- Deal with parent's or student's questions /issues during working hours. Keep Administrative Officer and Senior Manager informed of any issues / problems/ feedback from parents, students, teachers, etc. to improve delivery quality.
- This role will also complete other tasks assigned by the SEUP Senior Manager and Student Engagement and Administrative Officer to support the English programs at RMIT.

2. Office related admin support (30%):

- Under supervision of the Student Engagement and Administrative Officer: work with local suppliers for quotations, prepare PRs and PVs.
- Carry out reception work including receiving visitors at the front desk and directing and informing them appropriately. Answering, screening and forwarding incoming phone calls.

- Placement Testing support

3. Marketing support (20%):

- Support Marketing and PAs with admin tasks before, during and after events including contacting parents, booking venues, preparing registration forms, application forms and related documents, and preparing gift sets.
- Participate in marketing events and placement testing sessions

Key Selection Criteria

1. A relevant degree.
2. Experience in administrative work and customer service.
3. Ability to maintain confidentiality and deal with sensitive and difficult situations in a professional and diplomatic manner, at all times.
4. Ability to work independently as well as to work flexibly and effectively as a member of a team in a high volume customer-focused environment
5. Strong client service and problem solving skills and ability to work independently
6. Ability to prioritise workload in order to meet deadlines and service expectations
7. 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 (no band less than 5.0) (or equivalent, as outlined in the Recruitment, and Selection).

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: |
|------------------|--|------------------|--|