

## Job Description – Senior Manager Student Life

### Position Details

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<b>Position Title:</b>	Senior Manager Student Life
<b>Division/ Centre:</b>	Student Services
<b>Department:</b>	Student Life
<b>Campus Location:</b>	Based at the HCMC campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
<b>Job Grade/ Classification:</b>	PS10
<b>Time Fraction:</b>	Full-time: 1.0 (40 hours per week)

### RMIT University

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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](http://www.rmit.edu.au)

### RMIT Vietnam

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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](http://www.rmit.edu.vn)

## Position Summary

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The Senior Manager Student Life is responsible for the strategic management of Student Life programs and facilities across all campuses of RMIT Vietnam. This role delivers student leadership, development, and orientation programs; managing the framework for Student Clubs and activities; the delivery of the high-quality International Student Support Program; overseeing the Student Council; and all REC (Recreation and Events Complex) operations. The successful delivery is to be achieved by providing supportive, analytical and creative leadership for managers within the Student Life Department.

This role requires both strategic and operational focus with the ability to work in a highly collaborative and inclusive approach collaboratively across the University service areas, Academic Centres and a wide range of internal and external stakeholders. The Senior Manager Student Life is accountable for providing expert advice on improvements relating to strengthening and developing the student experience on campus.

The role has a high level of financial management responsibility and delivers the Student Life budget activity to the Office of the Executive Dean, ensuring all costs and operations are within budget and are managed in accordance with University goals and priorities.

## Reporting Line

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Reports to: Director, Academic and Student Services

Direct reports:

International Student Support Coordinator  
Leadership & Development Coordinator  
Manager, Activities & Events  
REC Operations Manager  
Administration Support Officer

Number of staff in Student Life Department: 27

## Key Accountabilities

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1. Provide strategic planning and operational leadership for the delivery of the Student Clubs and Activities framework, the International Student support program, Student Council, the Sport & Recreation facilities, Student Leadership development, and orientation programs.
2. Ensure relevant services are aligned with and meet the campus objectives in the RMIT strategy and annual business plan, both at local and global level.
3. Manage the implementation of continuous improvement and quality management systems to develop processes that are consistent across locations for each area of responsibility. Engage with other RMIT campuses to share information and seek alignment.
4. Oversee the review and publication of relevant process documentation; be accountable for the effective communication of relevant policy and procedures and ensure adherence to a wide range of relevant regulations that cover Student Life operations.
5. Provide an informed and authoritative perspective to staff and stakeholders concerning Students, Student Life and engagement activities across all areas of responsibility.
6. Liaise, communicate and collaborate with Academic Centres, Operations departments, as well as other student support services on a regular basis to ensure clear understanding of processes, policy compliance, and the resolution of complex issues. Take direct responsibility for non-standard cases of a complex nature.
7. Lead, manage and develop staff within the Student Life Department through work planning, coaching and mentoring, regular team meetings, internal training and workshops, and selected external training, within budgetary constraints. Set performance targets, service indicators and quality standards, goals, objectives and priorities for the team. Manage the recruitment and hiring of new staff.
8. Work closely with direct reports to facilitate and finalise the annual budget and planning process for the Student Life Department.
9. Assist in the collaboration and management of other activities across the Student Life Department, including delivering workshops, sitting on panels and committees, managing group-wide projects, and contributing to planning & development across the group.
10. Provide specific support to the Director, Academic & Students on the full delivery of student services across the RMIT Vietnam Campus, and represent the Director as delegated.

## Key Selection Criteria

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1. Significant strategic leadership and planning experience, ideally within the education sector, with proven track record of delivering against key strategic business objectives.
2. Ability to provide strategic input across a broad range of student education programs with a higher education environment.

3. Excellent people management experience with ability to lead, coach, mentor and motivate large complex teams and individuals.
4. Proven experience in leading, influencing and managing a broad range of complex issues across multiple stakeholder groups both locally and internationally.
5. Exceptional communication, facilitation, influencing and negotiation skills and demonstrated ability to adapt these to a diverse range of stakeholders and contexts, including Senior Management, Executive and students.
6. Extensive experience in the leadership and operational management of a business unit, including financial management and control, risk management and human resource management.
7. Excellent 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 multi-cultural audiences.
8. Experience working with databases, customer management systems and relevant software.
9. Significant demonstrated problem-solving skills and ability to manage complex processes.
10. Excellent written and verbal communications skills, including experience in writing and editing business process documentation and reports, and a high level of English.
11. Experience developing policies and documenting processes, systems and protocols.
12. Knowledge of and commitment to quality assurance and the ability to identify continuous improvement opportunities, including development and implementation of new systems and processes.
13. 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).

### **Qualifications and Checks**

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#### **Mandatory**

Undergraduate qualification in a relevant discipline to this role, such as Business Administration, Education Management.

#### **Desirable**

Post-Graduate or Master Degree in related discipline.

#### **English Proficiency**

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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 6.5 (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**

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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.

#### **Work Permit**

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All foreign employees must adhere to the requirements for obtaining a valid visa and work permit in Vietnam. These requirements are mandated by the Government and may be over and above the mandatory requirements and key selection criteria. Work permit requirements are subject to change.

RMIT Vietnam accepts zero tolerance to non-adherence of the immigration laws of Vietnam.

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