Position Description

Position Details

**Position Title:** Student Administration Officer  
**Division:** Student Services  
**Department:** Student Administration  
**Campus Location:** Based in Ha Noi city but may be required to work at other campuses of RMIT Vietnam.  
**Classification:** PSV03  
**Time Fraction:** Full-time: 1.0 (40 hours per week)

RMIT University

RMIT is a global university of technology and design, focused on creating solutions that transform the future for the benefit of people and their environments. We are global in attitude, action and presence; urban in orientation and creativity; and connected through active partnerships with professions, industries and organisations.

RMIT University enjoys an international reputation for excellence in professional and practical educational programs and high quality outcome-oriented research.

One of Australia’s original educational institutions founded in 1887, RMIT is now the nation’s largest tertiary institution. The University offers an extensive range of postgraduate, undergraduate and vocational programs.

RMIT has three Melbourne campuses – in the central business district and in Brunswick and Bundoora in the city’s northern suburbs – and campuses in Hanoi and Ho Chi Minh City in Vietnam. With significant partnerships in Hong Kong, China, Malaysia and Singapore, RMIT has a strong educational presence in the Asia-Pacific region. The University’s total student population of 74,000 includes 30,000 international students (onshore and offshore).

RMIT is a leader in technology, design, global business, communication, global communities, health solutions and urban sustainable futures, and is ranked in the top 100 universities in the world for engineering and technology in the 2010 QS World University Rankings. [www.rmit.edu.au](http://www.rmit.edu.au)

RMIT Vietnam

RMIT International University Vietnam is the Asian campus of RMIT University. RMIT Vietnam is creating an innovative research, teaching and learning culture. It is committed to providing internationally recognised high-quality education and professional training for its students, clients and members of the community.

As an internationally recognised Australian university based in Asia, RMIT Vietnam assists in the development of human resources in Vietnam and the region by providing opportunities for students from around the world to belong to an international educational community that supports them to achieve their potential in an increasingly globalised world.

Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. 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. RMIT Vietnam is an English speaking university and all teaching is in English.  
[www.rmit.edu.vn](http://www.rmit.edu.vn)

Position Summary

The Student Administration Officer is responsible for administering the systems and processes concerned with all aspects of students’ enrolment from admission to graduation including but not limited to processing student enrolments and enrolment variations, organising student orientations, examinations, and graduations, and other tasks as may be required. This position provides mentoring support to Administration Assistants and problem solving for more complex procedural or client service issues.
Reporting Lines

Reports operationally to: Student Administration Manager

Reports functionally (where applicable) to:

List by title positions which report directly to this position: None

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.

Key Accountabilities

1. Provide overall responsibility for daily student administration tasks.
2. Administer student administration processes concerned with maintaining student enrolments throughout the student lifecycle. This includes processing enrolments, enrolment variations, other forms, and billing.
3. Provide organisational support for Student Services events, including Enrolment, Examination and Graduation.
4. Provide accurate and comprehensive advice about the University, its services and its programs, in a professional, ethical, friendly and caring manner.
5. Check and process enrolment applications and accurately enter enrolment data into the database.
6. Work with the Admissions Group and student Advisement team to ensure application and enrolment variation forms are approved in accordance with the stated program standards and targets.
7. Update and complete enrolment processing, student bio data entry, and exemption applications within required timelines.
8. Maintain a working knowledge of student administration processes and work closely with the Student Admissions Officer, Student Services Help Desk and billing team.
9. Provide mentoring support to Student Administration Assistants.
10. Provide assistance to students at the Student Services Helpdesk as required.
11. Identify client needs and direct clients to other areas of the University for advice as necessary.
12. Contribute to the ongoing improvement of customer service at the University by identifying areas for improvement and making recommendations.
13. Any other tasks relevant to the role or as directed by the Student Administration Manager.

Key Selection Criteria

A: Qualifications and Pre-requisites

Mandatory

Bachelor’s degree

English: If English is not your first language, then evidence of a General IELTS Band Score of 5.5 (or equivalent) during the last two years should be provided.

Preferred

B: Employment/Professional Experience

Mandatory

1. Experience with student administration systems and processes.
2. Experience developing administrative systems and processes.
3. Demonstrated experience in a customer service focused environment.
Preferred:

C: Competencies - skills, knowledge, abilities

Essential
1. Good communication skill in both Vietnamese and English
2. Good interpersonal skills, including negotiation, liaison and cross-cultural communication.
3. Demonstrated ability to work independently and as part of a team.
4. Good organisational skills, including time management and the ability to manage a range of tasks pro-actively.
5. Excellent critical reasoning and problem solving skills.
7. Attention to detail and accuracy when managing information.
8. Ability to work with confidential information in developing and implementing administrative systems would be a distinct advantage.

Desirable

Note:
For foreign staff, appointment to this position is subject to the ability to obtain a Vietnamese work permit.
For all staff, appointment is subject to satisfying the English language standards relevant to the position.

This position description is current as at the date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

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