



Position Description – Operations Assistant

Position Details

Position Title:	Operations Assistant
College/Portfolio:	International and Engagement Portfolio
School/Group:	RMIT Europe
Campus Location:	Based at RMIT Europe in Barcelona-Spain (flexible working arrangements)
Time fraction:	Full time, 37 hours per week
Salary:	18,000 euros (gross annual salary)
Employment type:	Fixed term (6 to 12 months)

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice. <https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings. <https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

International and Engagement Portfolio

The International and Engagement team supports RMIT's efforts to build international partnerships, manages RMIT's offshore delivery partners, and supports the University's offshore business development activities. It provides expert support, guidance and services to University staff and education partners on a range of international partnership activities. It has a strong focus on converting opportunities and relationships into firm outcomes and deliverables for the University.

The portfolio works closely with colleagues across RMIT and with partner institutions and organisations across the world in an effort to:

- Lead and contribute to the development of new international partnerships and growth agendas
- Manage and oversee international partnerships and collaborations
- Provide expert support and services to University staff and education partners on a range of international partnership activities

RMIT Europe

RMIT Europe, is a creative and dynamic hub of RMIT university based in the heart of Barcelona. It is a centre that is successfully extending RMIT University's international engagement in Europe and strategically growing the university's collaborative research and education activity in Europe. RMIT Europe is led by the Executive Director on behalf of the RMIT Europe Board. It facilitates RMIT's collaboration in the development of innovative pan-European projects attracting global knowledge from Europe, Australia and Asia to deliver local impact.

The objectives for RMIT Europe are to:

- Strengthen RMIT's reputation and profile in Europe and globally
- Increase research funding and activity, with a focus on European partnerships and funding sources
- Develop collaborative opportunities for education with European partners
- Strategically focus RMIT international experiences for staff and students with European partners and grow opportunities for RMIT students
- Leverage and grow industry partnerships to support the quality and relevance of our education and to ensure the impact of our research

Position Summary

RMIT Europe is seeking a proactive, detail-oriented, and enthusiastic Operations Assistant to join our dynamic Operations team. This is an exciting opportunity to play a key role in ensuring the smooth day-to-day functioning of RMIT's European hub, supporting a broad range of administrative, logistical, and operational activities in a collaborative and international environment.

The Operations Assistant will provide vital administrative support across multiple teams, including the Operations team, Engagement team, EU Project Office, and other staff involved in operational delivery. The aim is to help ensure the efficient and effective running of the RMIT Europe office.

This role combines administrative responsibilities with coordination and communication tasks, all geared toward streamlining daily operations, enhancing internal processes, and contributing to the overall efficiency and success of the organisation.

The Operations Assistant will be mentored and supervised by the Executive Assistant.

Please note that this is a new graduate position (minimum 6 months and maximum 12 months) and therefore no prior professional experience is required. An individual training plan will be developed in line with the objectives of the trainee.

Reporting Line

Reports to: Executive Assistant

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

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


- Provide proactive support in the execution of daily administrative and operational tasks, contributing to the smooth and efficient functioning of the office environment.
- Monitor, receive, and verify incoming office supply orders; ensure appropriate distribution and systematic organisation of materials and equipment across all departments.
- Maintain up-to-date records in internal and partner databases; assist in the accurate management, archiving, and retrieval of documentation across multiple platforms and systems.
- Handle incoming and outgoing correspondence, redirecting communications to relevant team members promptly and professionally.
- Coordinate vendor and supplier relationships, ensuring high standards of service, timely delivery of goods, and resolution of any procurement or logistics issues.
- Liaise with facility management and service providers to arrange necessary office repairs, maintenance, and adjustments, ensuring minimal disruption to daily operations.
- Maintain a clean, organised, and welcoming office environment by overseeing general tidiness, supply stock, and presentation of common areas.
- Greet and assist all office visitors, ensuring their needs are met and directing them appropriately.
- Enroll employees in mandatory Occupational Risk Prevention trainings and maintaining compliance records.
- Coordinate team-wide scheduling, including internal meetings and events.
- Schedule candidate interviews in alignment with team availability and recruitment timelines, ensuring a smooth and professional process.
- Prepare welcome packs and allocate necessary equipment for new staff prior to their start date.
- Design and coordinate induction schedules to ensure a smooth integration for all new hires.
- Actively contribute to a culture of collaboration, efficiency, and continuous improvement by assisting in the review and optimisation of operational processes and support services.
- Serve as a flexible and reliable member of the operations team, supporting cross- functional initiatives and responding to emerging priorities as directed by the line manager.
- Perform other administrative or operational duties in line with the classification expectations as required, ensuring alignment with organisational goals and operational excellence.

Key Selection Criteria

1. Possession of a university degree, a mid or higher-level qualification, a specialist or professional master's degree, or a vocational training certificate in Spain in secretarial work, management, economics and business, or related fields—completed within the last three years (or five years for individuals with a disability)
2. Not previously contracted in training (*contrato en prácticas*) for more than one year in a different company.
3. Excellent communication skills.
4. Excellent organisational, time management and numeracy skills
5. Ability to multitask and meet deadlines in a fast-paced environment
6. Self-motivation, excellent attention to detail and capacity to accurately capture data
7. Ability to work independently and as part of a team
8. Good computer literacy across a wide range of programs and applications
9. Enjoys learning and problem solving

Qualifications

- Possession of a university degree, a mid or higher-level qualification, a specialist or professional master's degree, or a vocational training certificate in Spain in secretarial work, management, economics and business, or related fields—completed within the last three years (or five years for individuals with a disability)
- High-level proficiency in Spanish and English
- Working rights in Spain

Endorsed:	<div>Signature:</div> <div>Name: MARIN IOANA Ioana Marin FELICIA - Title: X8415416S Executive Assistant Digitally signed by MARIN IOANA FELICIA - X8415416S Date: 2025.07.15 11:16:29 +02'00'</div> <div>Date: 15/07/2025</div>	Approved:	<div>Signature:</div> <div>Name: Prof Marta Fernandez Bertos Title: Executive Director Date:15/07/2025</div> 
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