



Position Description – Operations Assistant

Position Details

Position Title: Operations Assistant

College/Portfolio: International and Engagement **School/Group:** RMIT Europe

Campus Location: Primarily based at Barcelona campus, required to travel.

Classification: HEW 3 **Time Fraction:** 1.0 FTE

Employment Type: Traineeship

Reporting Line: Executive Assistant

No. of Direct reports: N/A

RMIT Europe

RMIT Europe is the University's European Innovation Hub located in Barcelona, Spain, serving as the gateway for European research, industry, government and enterprise to innovation and talent in Australia and Asia.

Led by RMIT Europe's Executive Director on behalf of the RMIT Europe Board, our objectives include:

- Make an impact in the region through research and innovation and lifelong learning
- Increase capacity and capability for RMIT in Europe, with a focus on high impact European partnerships leveraging funding from the European Commission and other national and international sources
- Develop collaborative opportunities for education with European partners
- Facilitate international experiences for RMIT staff and students with European partners and grow opportunities for global work integrated learning 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
- Strengthen RMIT's reputation and profile in Europe and globally

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. 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 campuses in Melbourne, Australia, are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

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

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



Inclusion Imagination Integrity Courage Passion Impact

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies.

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be-Know-Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

Know – We are self-aware, and understand our stakeholders, our sector and priorities.

Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

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.

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. Not previously contracted in training (*contrato en prácticas*) for more than one year in a different company.
2. Excellent communication skills.
3. Excellent organisational, time management and numeracy skills
4. Ability to multitask and meet deadlines in a fast-paced environment
5. Self-motivation, excellent attention to detail and capacity to accurately capture data
6. Ability to work independently and as part of a team
7. Good computer literacy across a wide range of programs and applications
8. Enjoys learning and problem solving

Qualifications

- 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
- Full working rights in Spain.

Working with Children Check

Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.