

Position Description – Administration Support Officer

Position Details

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| Position Title: | Administration Support Officer |
| Division: | Compensation, Benefits, and HR Services (HR Operations) |
| Department: | Human Resources |
| Campus Location: | Ho Chi Minh City |
| Job Grade/ Classification: | PSV04 |
| Time Fraction: | Full-time – fixed term |

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 the 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 center 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 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 based on employer reputation, alumni outcomes, partnerships with employers, employer-student connections, and graduate employment rate.

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RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University. RMIT Vietnam is creating 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 recognized 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.
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Human Resources

Our Human Resources department consists of a team of strategic HR professionals providing client-focused, proactive, and effective solutions and services to all RMIT Vietnam staff.

Our success is achieved by understanding our business and operating as a business partner to our clients. We deliver responsive, innovative, and practical solutions and services. The HR team operates in a manner that supports RMIT values and the achievement of the business objectives. By providing tailored, quality human resources services and products and ensuring a high level of expert support and advice, the HR team enhances the ability of our stakeholders to meet their business objectives. This, in turn, enables University staff to better support the current and future student population at the University. The team shares insights with peers and management and our positive team culture relies on open communication, encouragement, recognition, and continuous improvement, to work together and get things done.

Position Summary

This role will provide high-quality administrative support to the Compensation, Benefits, and HR Services team in Ho Chi Minh City, specifically relating to the following areas:

- General administrative support
- Developing and maintaining filing systems
- Organizing and scheduling appointments/meetings
- Arranging travel schedules and making reservations
- Maintaining office supplies

Reporting Lines

Reports to: Senior Manager, Compensation, Benefits and HR Services

Key Accountabilities

1. General office duties including obtaining relevant stamps for signed documents, copying, scanning and filing of documents
2. Setting up and maintaining manual and computerized information filing systems; collaborating with our storage vendor to manage file records both in storage and on-site. Retrieving, returning, or sending files to/from the vendor as needed, and handling requests for information and data
3. Assisting in the organization and management of labour contracts and related records and maintaining accurate records in both digital and hard copy formats.
4. Enforcing data protection measures to safeguard sensitive information and ensuring confidentiality and security.
5. Aiding the team's management with administrative tasks such as tracking and compiling information of interest (including confidential information)
6. Scheduling meetings within the C&B and HR Services team, between teams, managers, and departments
7. Arranging travel schedules, making reservations, reconciling, and submitting expense reports on behalf of the senior manager
8. Ordering office supplies such as stationery, printer refills or office equipment; monitoring level of supplies and handling shortages; resolving office-related malfunctions and responding to requests or issues, as appropriate
9. Maintaining trusting relationships with suppliers, customers and colleagues
10. Working collaboratively with other team members to ensure the efficient execution of internal processes
11. Performing other related duties as assigned.

Key Selection Criteria

- Bachelor's degree in HR, business administration (or related field; additional qualifications in Office Administration are a plus)
- Demonstrated experience in providing high-level coordination and administration support for an international organization
- Understanding of Vietnam Labour Code
- Excellent verbal and written communication skills in English and Vietnamese
- Strong organizational and planning skills and ability to set priorities

- High sense of confidentiality and ability to work with confidential information
- Forward-thinking attitude to determine the areas in office administration that could be improved
- Superior knowledge and experience in using IT software such as Microsoft Word, Excel, and PowerPoint
- Experience in using Workday or other related HR platforms is desirable
- English proficiency: IELTS 6.0 or equivalent.

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.