

## Job Description – Senior Advisor, Family Service

### Position Details

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<b>Position Title:</b>	Senior Advisor, Family Service
<b>Division/ Centre:</b>	Student Experience & Success, Division of the Executive Dean (Academic & Students)
<b>Department:</b>	Family Connect, Student & Family Connect
<b>Campus Location:</b>	Based at Hanoi campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
<b>Job Grade/ Classification:</b>	PSV06
<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 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 on the basis of employer reputation, alumni outcomes, partnerships with employers, employer-student connections and graduate employment rate.

[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 Family Connect team delivers inclusive service and support for the RMIT Family/ Guardian Community and works in collaboration with other departments to develop a family program with the goal to connect families and guardians of RMIT current students with information, resources and opportunities to support their students and ensure their students' success.

The Senior Advisor, Family Service delivers quality advice, timely responses, complex issue resolution and case management to families/ guardians of RMIT current students, including families of local and international students. The Senior Advisor, Family Service is an experienced professional who is expected to take strong interest in educational supporting services with high standard.

## Reporting Line

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Reports to: Manager, Family Connect

Direct reports: N/A

## Key Accountabilities

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1. Provide quality advice, timely responses, complex issue resolution and case management to families/ guardians of RMIT current students, including families/ guardians of local and international students in accordance with University policies and processes. Support families in navigating University resources through the approved communication channels.
2. Coordinate with the Academic Registrar's Group and the Legal team in the development and update of policies and processes relating to families, including privacy release, unsatisfactory academic progress, third-party complaints, student billing, etc.
3. Coordinate with a wide range of internal stakeholders to provide clear and timely responses to family enquiries. Maintain broad familiarity and timely updates on knowledge about relevant University areas so that related family enquiries can be addressed accurately and transparently.
4. Master RMIT student record system, administrative systems and service management platform to perform case management.

5. Work closely with Student Connect Student Advisors and Senior Student Advisors to manage related student-family enquiries.
6. Receive feedback from families and provide it to relevant University stakeholders, including Academic Schools, student services and Operations Portfolio. Provide the Manager, Family Connect and the Coordinator, Family Support with family enquiry and feedback patterns for recommendations to address them with proactive family communications and engagement efforts.
7. Make referrals to Academic Registrar's Group Third-party Complaints in accordance with the Third-Party Complaints Procedure.
8. Actively contribute to the design and implementation of the family support program including communications, events and activities (Family Day, Family Weekend, Parent and Family Orientation/Welcome Event, etc.)
9. Lead or participate in team projects to enhance the experience of families.
10. Actively contribute feedback and improvement suggestions to the review of administrative processes in Family Connect team meetings or cross-unit discussions. Demonstrate the student-centered and innovative approach to continuously creating unique student and family experiences and innovations.
11. Perform other tasks as assigned by the Manager, Family Connect.

### **Key Selection Criteria**

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1. Bachelor's degree in a relevant discipline.
2. At least 2 years of experience in a customer service role where the expectation was to deliver high levels of customer service across a broad range of service areas, preferably in an educational environment.
3. Demonstrated ability to deal with sensitive and challenging situations in a professional and diplomatic manner; Ability to perceive and manage the emotions of one's self and others.
4. Demonstrated complex issue resolution and decision-making skills, including the ability to source relevant additional information.
5. Ability to build and maintain effective relationships in a culturally diverse environment utilising strong interpersonal communications skills;
6. Demonstrated professional and communicative maturity.
7. Fluency in Vietnamese and high proficiency in professional English; Ability to convey complex information, ideas and concepts clearly and efficiently to a variety of different audiences.
8. Demonstrated ability to work flexibly and efficiently as a member of a team in a high-volume customer-focused environment. Ability to prioritise workload to meet deadlines and service expectations.
9. 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).

### **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 6.0 (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.

**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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