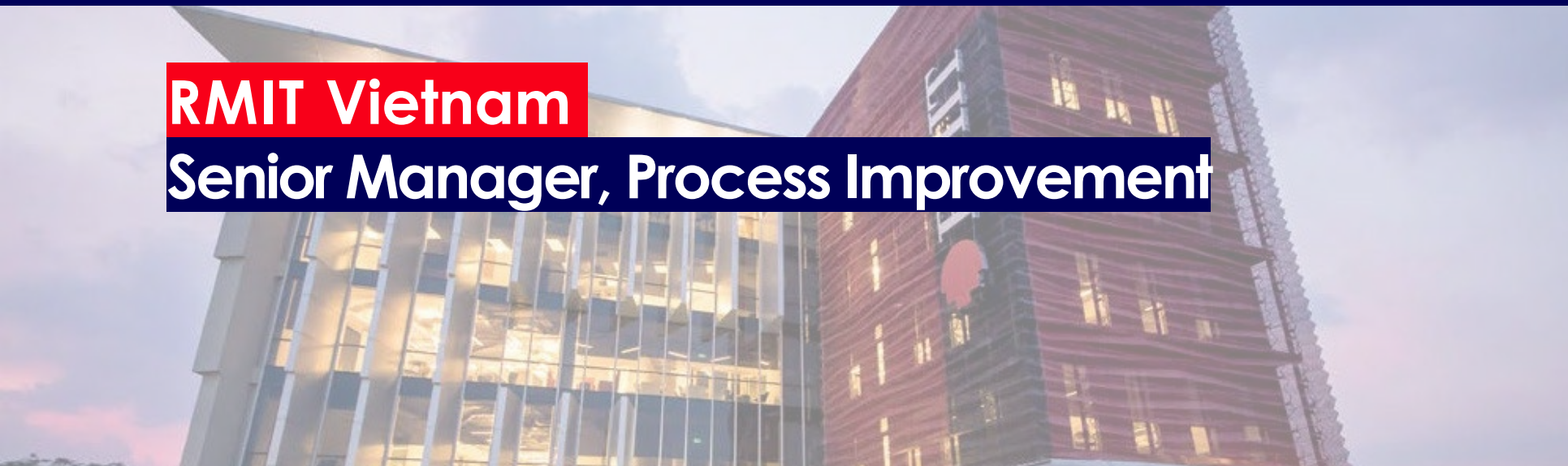


A photograph of a modern, multi-story building with a glass facade and a red brick section, likely an RMIT campus. The building is illuminated from within, and the sky is a soft blue with some clouds.

RMIT Vietnam

Senior Manager, Process Improvement

Position Details

Position Title: Senior Manager, Process Improvement

Division / Centre: Office of the PVC

Campus Location: Based at the Saigon South or Hanoi campus but may be required to work and/or be based at other campuses of RMIT Vietnam

Job Grade/ Classification: PS Level 9

Time Fraction: Full time (1 FTE)

RMIT University

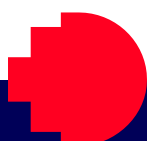
RMIT is a leading multi-sector university of technology, design and enterprise with more than 90,000 students and 10,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways. The University's mission 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.

Our three main campuses in Melbourne are in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo. In Vietnam RMIT has two campuses (Ho Chi Minh City and Hanoi) and an English language centre (Da Nang). RMIT also has a European hub in Barcelona, Spain, as a gateway for European research, industry, and government partnerships. Programs are offered through transnational partners in Singapore, Hong Kong, Sri Lanka, India and mainland China, with research and industry partnerships on every continent.

RMIT Standings in university rankings

RMIT is ranked 125th in the 2026 QS World University Rankings, consolidating its reputation as a global leader in education and research. The University is also now ranked 10th in Australia. The University is ranked 5th globally for its work to reduce inequalities (SDG 10), 30th in supporting decent work and economic growth (SDG 8), and overall 56th worldwide in the 2025 Times Higher Education Impact Rankings.

RMIT has eight subject areas ranked in the top 100 globally in the latest QS World University Rankings by Subject. Four subjects retained their place in the top 50 with Art and Design also maintaining its number one position in Australia. Other standout results included Architecture and the Built Environment, ranked second in Australia and



25th globally, Communication and Media Studies, 4th in Australia and 42nd globally and Library & Information Management coming in at 2nd in Australia and 29th globally. Business and Management ranks 7th in Australia.

www.rmit.edu.au/about

RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a branch campus of RMIT University and was established in the year 2000. As the leading international university in Vietnam with over 12,000 students, RMIT Vietnam has a high-quality, innovative teaching and learning culture, and a growing research and innovation capability. We provide internationally recognised high-quality education and research aligned to the needs of the Vietnam and ASEAN region. As an internationally recognised Australian university based in South-East Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and the region. Our teaching and research is highly engaged with industry across 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 English Language training through to undergraduate, post-graduate and PhD programs. All teaching at RMIT Vietnam is in English and maintain the same standards as Australia.

<https://www.rmit.edu.vn/about-us>

Position Summary

The Senior Manager, Process Improvement will lead a newly established team to lead business process optimisation, system and process improvement, and other digital transformation activities within RMIT Vietnam. The role will drive process analysis, stakeholder engagement, workshop facilitation and the development of practical, evidence-based recommendations to improve business performance, consistency and productivity. This role, along with their direct reports and key stakeholders, will identify process pain-points, identify root causes, challenge the assumptions of whether processes are needed at all and then drive improvements through to implementation.

A major focus will be on simplifying processes, reducing the number of manual steps and identifying opportunities to leverage Artificial Intelligence (AI) automation and other technology. The role will suit someone who is comfortable operating with autonomy, influencing stakeholders and talking accountability for outcomes, rather than simply managing a defined set of tasks.

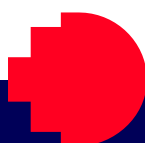
Reporting Line

Reports to: Associate Director, Planning & Governance, Office of the PVC

Key relationships: Operations, Deans, School Managers, Director of ITS, Executive Leadership Team

Direct reports: ~2/3

Reporting lines may be adjusted in line with organisational changes.

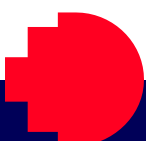


Key Accountabilities

- Lead end-to-end continuous process improvement initiatives from problem identification and root cause assessments, through to implementation, measurement and benefits realisation.
- Engage collaboratively across key stakeholders and facilitate workshops to identify challenges and opportunities for process improvements.
- Provide expert advice to senior leaders on operational efficiency and business improvement strategies.
- Map and redesign end-user journeys, operational processes and workflows.
- Define project scope, stakeholder engagement plans and any necessary change management plans.
- Develop and analyse quantitative and qualitative data, such as operational data, productivity metrics and stakeholder insights to identify improvement opportunities.
- Apply Lean Six Sigma methodologies
- Challenge existing processes and determine whether activities are genuinely adding value for stakeholders and the organisation.
- Identify, propose and accelerate AI and Automation opportunities, with consideration of technologies such as workflow automation, robotic process automation, intelligent document processing, low-code solutions and generative AI.
- Establish and prioritise a pipeline of continuous process improvement initiatives based on stakeholder and organisational value, benefit and operational priorities.
- Develop and maintain process maps, procedures, workflow documentation, playbooks and supporting materials.
- Support change management, communication, training and adoption of new or refined process.
- Manage risk, dependencies and governance requirements for the whole program.

Key Selection Criteria

- Proven experience in continuous process improvement with a demonstration of clear outcomes and business performance improvements, including productivity, quality, risk reduction and improvements to staff and student experiences.
- Demonstrated experience of leading diagnostic reviews, process mapping, and operational improvement programs.
- Experience of applying proven continuous improvement methodologies like Lean Six Sigma (formal recognition of Green or Black belt would be desirable).
- Outstanding stakeholder engagement, facilitation and influencing skills.
- The ability to translate complex findings into clear, actionable recommendations.
- Strong analytical and problem-solving capabilities.
- Experience in governing programs, managing risks and reporting where required.
- Previous experience in universities or a regulated service industry would be beneficial.
- High level of curiosity, initiative and resourcefulness.
- Demonstrated experience in identifying and delivering AI, automation and emerging technologies.
- Demonstrated success in change management.



RMIT Values and Leadership

- Demonstrated commitment to behaviours consistent with the RMIT Values, Leadership Framework and Behavioural Capability Framework, including Connectedness, Commitment to Excellence, Courage, Imagination, Impact, Inclusion and Agility.

Qualifications

- A Bachelor level qualification or higher with at least 10 years of working experience.

English Proficiency

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 7.5 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

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.

Work Permit

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.

Background checks

RMIT Vietnam is committed to providing a healthy and safe working, research and learning environment that enhances wellbeing across our community. As part of this commitment, all new employees are required to undergo background checks prior to commencing employment. Offers of employment are conditional upon the satisfactory completion of these checks. The specific requirements may vary depending on the nature of the role, as outlined in our Background Check Matrix.

28 September 2026

