



RMIT Vietnam

Director, Infrastructure

Position Details

Position Title:	Director, Infrastructure
Division/ Centre:	Operations
Department:	Director, Infrastructure
Campus Location:	Based at the Ho Chi Minh City campus, but may be required to work and/or be based at other campuses of RMIT Vietnam
Job Grade/ Classification:	E1
Time Fraction:	1.0 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.

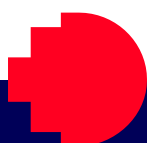
Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, and Bendigo. In Vietnam RMIT has two campuses (Ho Chi Minh City and Hanoi) and an English language centre (Da Nang). RMIT also has a European hub in Barcelona, Spain, 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 119th in the 2027 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 among the world's top 100 in the latest QS World University Rankings by Subject. Three subjects are ranked in the global top 50, with Architecture & Built Environment maintaining its strong global position at 15th while rising to 1st in Australia. Library & Information Management also improved to 1st in Australia and is ranked 29th globally. Art & Design continues to be recognised among the world's leading disciplines, ranked equal 19th globally and 1st in Australia. Additional subjects ranked in the global top 100 and among the top 10 in Australia include Materials Science, Accounting & Finance, Communication & Media Studies, Data Science & Artificial Intelligence, and Civil & Structural Engineering.



RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a 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>

Department Summary

The Infrastructure Director provides members of the RMIT Vietnam with a progressive, safe, sustainable, and high-quality learning, research, and working environment. The division operates across a three-pillar functional model:

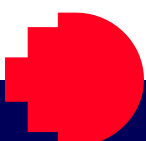
1. Facilities Management & Capital Works (FMCW): Focusing on physical asset integrity, preventative and reactive maintenance, compliance, and minor capital projects.
2. Property Services (PS): Focusing on the daily campus experience, academic timetabling optimization, space planning, health and safety (OHSS), retail vendor management, and campus security.
3. Central Operations & Division Support: Operating as a shared corporate services backbone overseeing division-wide commercial compliance, administration, finance, and strategic environmental sustainability.

Position Summary

The position is a key executive leadership role with institutional accountability for the strategic vision, operational excellence, financial performance, and statutory compliance of RMIT Vietnam's physical assets, operational services, and spatial environments across all campuses across Saigon South, Hanoi, and Da Nang campuses.

The position oversees the planning, optimization, and continuous enhancement of RMIT Vietnam's campus infrastructure, ensuring the built environment effectively supports current and future academic, research, and operational objectives. Acting as a critical interface between operational execution and executive leadership, this position drives a customer-centric and sustainable campus culture, manages complex multi-million-dollar operating and capital budgets, and establishes robust regulatory compliance and safety standards.

The position provides high-level strategic counsel to the University Executives. The role guides long-term property plans, asset lifecycle modeling, and space allocation frameworks, ensuring that RMIT Vietnam's physical footprint continuously aligns with and enables the university's academic, research, and enterprise strategies.



Reporting Line

Reports to: Deputy General Director - RMIT Vietnam

Direct reports: Possible 3 direct reports (PSV 8- 10C). This may change based on future agreed structures

Reporting lines may be adjusted in line with organisational changes.

Key Accountabilities

Strategic Leadership, Alignment, and Governance

- Provide overarching strategic leadership and vision for the Infrastructure - BAU across all RMIT Vietnam campuses, driving measurable progress toward academic, research, and operational enablement.
- Formulate, implement, and report on the annual departmental business plan, strategic operational work plans, and multi-year infrastructure roadmap in accordance with the approved RMIT Vietnam Business Plan.
- Foster a high-performance, inclusive, and customer-centric culture within the division, establishing high standards of teamwork, transparency, and professional excellence.
- Drive effective coordination between the Infrastructure department, Academic Centres, and other supporting/functional divisions (e.g., ITS, Finance, HR) to ensure capital and operational plans support student learning outcomes.

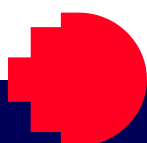
High-Level Stakeholder Management & Executive Advisory

- Act as the primary strategic interface on property operations, space allocation, and maintenance trends for the RMIT Vietnam Executive Team and University Leadership.
- Deliver executive-level recommendations and analytical policy options regarding space planning, capital programming, operational costing, tendering, commercial contracts, and design standards.
- Lead the campus engagement program, constructively consulting with Heads of Schools, academic departments, and supporting divisions to resolve spatial, operational, and facility transition issues.
- Represent the Infrastructure BAU division in high-level external forums, negotiating with developers, municipal authorities, state regulators, and joint venture partners.

Strategic Facilities Management & Capital Asset Protection Governance

- Govern the strategic management of RMIT Vietnam's equipment and physical asset portfolio, ensuring dynamic lifecycle modeling, rigorous condition assessments, and renewal forecasts are utilized to minimize whole-life asset costs and maximize long-term value.
- Oversee and authorize the planned preventive maintenance (PPM) framework, reactive technical services, statutory inspections, and essential building plant operations led by the AD Facilities Management & Capital Works.
- Direct the commercial procurement and contract execution of capital works, ensuring all facilities meet the functional, quality, and performance standards defined in project briefs, the RMIT University Design Standards Manual, and local statutory regulations.
- Partner with the Director, ITS to establish a coordinated and aligned minor works and technology integration program across RMIT Vietnam's built environments.
- Establish clear commercial and operational boundaries, implementing formal financial thresholds to define when works are classified as Minor Capital Works/Refurbishments (FMCW) versus Major Developments (Project IPD).

Campus Experience, Spatial Services, and Security Governance



- Govern the development and application of advanced space planning models to evaluate spatial impact on the property, asset management, and development plans across all RMIT Vietnam campuses.
- Direct RMIT Vietnam's academic timetabling operations, ensuring optimal, data-driven class scheduling (via Syllabus Plus and Archibus) to maximize built space efficiency and accommodate student enrollment growth.
- Strategically lead RMIT Vietnam's physical security, emergency response, and occupational health and safety (OHS) capabilities to ensure highly secure, compliant, and supportive campus environments for staff, students, and visitors.
- Exercise executive oversight over food and beverage commercial leasing and operations, ensuring strict compliance with local health, safety, and hygiene regulations and commercial performance targets.
- Provide high-level guidance for campus operational services, including the front-facing customer helpdesk, cleaning services, mail systems, storage, and integrated logistics support for university events.
- Ensure operational property services, safety protocols, and technical service standard consistency at the Hanoi and Da Nang campuses, aligning them with the standards established at the Saigon South campus

Corporate Services, Commercial Operations, and Sustainability Governance

- Direct and approve the development of annual and rolling facilities operating and capital budgets, ensuring multi-million-dollar funds are effectively allocated, cost-optimized, and compliant with approved financial procedures.
- Command the vendor and performance management framework across the entire Property and Places service and supply chain, conducting robust evaluations of specialist contractors.
- Lead and champion RMIT Vietnam's comprehensive sustainability program, actively integrating best-practice environmental management, waste reduction, energy efficiency, and carbon emissions tracking into daily campus operations and external vendor contracts.
- Oversee the centralized corporate support team, ensuring seamless execution of division-wide administration, HR coordination, procurement governance, and commercial risk mitigation.

Project-to-BAU Handover and Operational Readiness

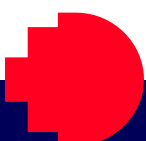
- Act as the principal operational content expert, providing strategic subject matter expertise to major campus investment programs led by the Project Delivery division.
- Direct transitional and operational readiness activities as new campus developments are completed, ensuring rigorous commissioning, spatial moves, and technical handovers support academic requirements with zero disruption

Team Leadership and Talent Development

- Lead, mentor, and motivate a large, diverse team of associate directors, managers, technical specialists, and external contractors.
- Foster a high-performance culture by establishing clear roles, performance expectations, individual development pathways, and proactive change management.

Key Selection Criteria

- Bachelor's degree in Tertiary degree in Electrical or Mechanical Engineering or Property/ Facilities Management, Construction Management, Business Administration or related field. Postgraduate university degree qualifications in Business, Property, Construction or Project Management or related field are highly desirable.
- Minimum of 12 years of senior executive management and strategic leadership experience directing integrated



portfolios of Facilities Management & Capital Asset Protection, Campus Experience & Spatial Services, and Corporate Support Operations within a large, multi-site, multi-cultural, or international corporate or higher education environment.

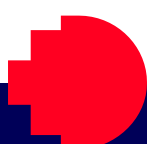
- Proven experience in governing complex, high-value physical asset portfolios, including directing multi-year planned preventative maintenance programs, strategic capital renewal modeling, lifecycle asset protection, and minor works refurbishment programs.
- Extensive experience directing institutional property plans, campus security operations, occupational health and safety (OHS) compliance governance, on-site retail lease management, and academic timetabling systems optimization (Syllabus Plus, Archibus) to maximize spatial efficiency and enhance campus life
- Substantive experience in authorizing, controlling, and optimizing complex multi-million-dollar operating and capital budgets, with advanced commercial procurement governance, contract administration, and executive-level vendor negotiation skills.
- Demonstrated success working collaboratively with international executive teams to seamlessly align local services with global strategies, acting as an authoritative counterpart to international C-suite leaders to co-design infrastructure and related policy and standardized enterprise environments.
- Demonstrated capacity for leading large-scale organizational change, managing ambiguity, and guiding multi-disciplinary teams through transitions in a rapidly changing environment.
- Strategic capability to leverage and govern enterprise property technology suites (such as CAFM/CMMS, CAD, Building Management Systems, Syllabus Plus, and Archibus) to drive data-informed executive decisions, operational efficiency, and spatial optimization.
- Highly developed conceptual and analytical skills with a proven ability to formulate institutional policies, evaluate complex investment options, and provide authoritative inputs to corporate strategy development [79].
- Demonstrated success in championing an institutional, client-focused service culture and driving continuous service-improvement frameworks across complex operating departments.
- Outstanding executive people management skills, with a proven track record of recruiting, leading, mentoring, and inspiring high-performing, diverse, and multi-disciplinary management teams, fostering a culture of teamwork, psychological safety, and accountability.
- Uncompromising commitment to governing health, safety, physical security, environmental compliance, and strategic sustainability/carbon-reduction frameworks, ensuring ethical business conduct
- Excellent fluency in communication in English and well as organisational and administrative skills to effectively facilitate professional service delivery of large geographically dispersed teams.
- Demonstrated alignment with RMIT Values and the RMIT Leadership Model

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 6.5 (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.

