

RMIT Vietnam
Employee Relations Manager

Position Details

Position Title:	Employee Relations Manager
Division/ Centre:	Operations
Department:	Human Resources
Campus Location:	Based at the Saigon South campus but may be required to work and/or be based at other locations of RMIT Vietnam
Job Grade/ Classification:	PSV8
Time Fraction:	Full Time

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, 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 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.

www.rmit.edu.au/about

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 Educationand 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 People (HR) team at RMIT Vietnam supports the University’s strategic objectives by delivering services that enhance organisational capability, employee engagement, and a culture of innovation. The Employee Relations (ER) Manager provides comprehensive end-to-end support across case management, workplace investigations, union engagement, and policy governance.

Success in this role requires deep expertise in Vietnamese employment legislation and a proven ability to apply it to complex workplace matters. The incumbent must also be adept at operating within an international and culturally diverse environment, balancing local legal requirements with and practices of colleagues and stakeholders across the broader RMIT network.

The role ensures employee matters are managed fairly, consistently, and in compliance with applicable labour legislation, while delivering expert advice on complex employee relations issues. This role works in close partnership with leaders, HR Business Partners, internal legal advisors, employees, and Trade Unions. The incumbent acts as a strategic advisor to senior leadership on workforce risk, organizational culture, employee conduct, workforce change, and industrial relations implications of business decisions. The ER Advisor working alongside the Senior ER Advisor collaboratively contributes to effective employee and industrial relations outcomes.

Reporting Line

Reports to: Head, People Partnering and Employee Relations

Direct report: Employee Relations Advisor

***The organisational structure and reporting may change depending on organization requirements*

Key Accountabilities

- **Employee Relations Case Management and Oversight**
  - Provide oversight of the end-to-end management of employee relations matters, including disciplinary matters, grievances, performance concerns, workplace conflicts, and other employee matters, ensuring timely, consistent, and procedurally fair outcomes.
  - Provide guidance and direction to the Employee Relations Advisor, leaders and HRBP's in managing cases, ensuring appropriate case handling, procedural compliance, documentation, and alignment with organizational policies and employment requirements.
  - Act as the primary escalation point for the Employee Relations Advisor on complex, sensitive, high-risk, or contentious employee relations cases, providing advice, recommendations, and direction on appropriate courses of action.
  - Review and provide quality assurance of case assessments, investigation findings, recommendations, and proposed outcomes to ensure sound judgement, consistency, and procedural fairness.
  - Personally assume the lead in managing highly sensitive, complex, or high-risk cases requiring senior-level intervention, judgement, and stakeholder management.
- **Workplace Investigations**
  - Provide strategic oversight and guidance on workplace investigations, including investigation planning, interview approaches, evidence assessment, procedural fairness, and report preparation.
  - Lead or oversee complex and sensitive investigations, ensuring investigations are conducted objectively, thoroughly, confidentially, and in accordance with established protocols and due process requirements.
  - Review investigation findings and reports, providing critical assessment and recommendations to support appropriate and defensible management decisions.
- **Employee and Industrial Relations Advisory**
  - Provide expert advice and guidance to leaders, HR Business Partners, and other stakeholders on complex employee and industrial relations matters, including local employment legislation, policy interpretation, procedural requirements, and associated risks.
  - Act as the senior advisory and escalation point for employee relations matters, supporting stakeholders in assessing risks, determining appropriate interventions, and making informed decisions.
  - Provide guidance and direction to the Employee Relations Advisor on case management approaches, policy application, stakeholder engagement, and appropriate resolution strategies.
  - Ensure employee and industrial relations practices are aligned with local labour laws, regulations, organizational policies, and relevant local practices and cultural considerations.
- **HR Policy Governance**

- Lead and oversee the review, development, and continuous improvement of HR policies, procedures, guidelines, and related frameworks within the assigned scope.
- Ensure policies and procedures remain relevant, consistent, and aligned with applicable legal and regulatory requirements and organizational standards.
- Provide authoritative guidance on policy interpretation and application, promoting consistency in decision-making and implementation across the organization.
- Act as a subject matter expert on employee relations policies, employment legislation, and industrial relations practices, advising stakeholders on policy implications and appropriate application.

- **Industrial Relations Management**
  - Lead and oversee industrial relations activities, including engagement with Trade Unions and employee representatives, ensuring constructive stakeholder relationships and compliance with applicable requirements.
  - Provide guidance on union consultations, collective discussions, negotiations, meetings, and issue resolution, including the management of sensitive or contentious matters.
  - Oversee the preparation of relevant documentation, briefing materials, and management positions to support collective discussions and industrial relations engagements.
  - Monitor compliance with collective agreements, union arrangements, and statutory industrial relations requirements, identifying and addressing potential risks.
- **Stakeholder Management and Engagement**
  - Build and maintain effective working relationships with senior leaders, HR Business Partners, employees, Trade Unions, and other relevant stakeholders to facilitate effective management and resolution of employee and industrial relations matters.
  - Lead stakeholder engagement on complex or sensitive ER/IR matters, providing appropriate guidance, managing expectations, and facilitating constructive resolution.
  - Provide direction and support to the Employee Relations Advisor in managing stakeholder relationships and coordinating ER/IR activities.
- **ER Risk Management and Insights**
  - Lead the identification and assessment of emerging employee relations trends, recurring issues, and organizational risks, using case data, stakeholder feedback, and relevant insights to recommend proactive interventions.
  - Provide strategic recommendations to mitigate employee and industrial relations risks, strengthen management practices, and prevent recurring issues.
  - Ensure appropriate escalation and reporting of significant ER/IR risks and emerging issues to relevant stakeholders.
- **People Leadership and Capability Development**
  - Provide day-to-day leadership, supervision, and guidance to the Employee Relations Advisor, HRBP’s and people leaders, ensuring clarity of responsibilities, priorities, and performance expectations.
  - Support the development of the Employee Relations Advisor's technical capability, judgement, and confidence through coaching, knowledge sharing, case reviews, and constructive feedback.
  - Review and monitor the quality, timeliness, and consistency of assigned work, providing guidance and

intervention where required.

- Promote knowledge sharing, collaboration, and continuous capability development within the Employee Relations function.

- **Strategic Projects and Continuous Improvement**
  - Lead and contribute to strategic HR initiatives, ER/IR projects, and continuous improvement activities to strengthen employee relations frameworks, processes, systems, and tools.
  - Identify opportunities to improve operational efficiency, consistency, and effectiveness of ER/IR practices through process enhancement, automation, and the development of practical resources and guidelines.
  - Drive the implementation of agreed ER/IR initiatives and collaborate with relevant stakeholders to achieve intended outcomes.
- **Governance, Documentation and Reporting**
  - Ensure appropriate governance and oversight of employee and industrial relations records, case documentation, reporting, and tracking mechanisms, maintaining confidentiality, accuracy, and audit readiness.
  - Establish and maintain appropriate standards for ER/IR documentation, case reporting, and information management.
  - Monitor case progress, identify delays or emerging risks, and ensure appropriate follow-up and escalation.
- **Lead initiatives that strengthen workplace culture, respectful behaviors, conflict resolution capability, and psychological safety across the University.**

Key Selection Criteria

- Degree in Human Resources, Industrial Relations, Law, Business Administration, or a related discipline; a relevant Master's degree is highly desirable.
- Substantial experience in employee and industrial relations, with demonstrated expertise in managing complex and sensitive ER matters.
- Strong knowledge of local employment legislation, industrial relations frameworks, HR policies, and regulatory requirements.
- Demonstrated experience in leading workplace investigations, managing disciplinary matters, grievances, and other complex employee relations cases, ensuring procedural fairness and due process.
- Proven ability to provide strategic and practical advice to senior leaders and HR Business Partners on complex ER/IR matters, including risk assessment and recommended interventions.
- Strong analytical, problem-solving, and decision-making skills, with the ability to exercise sound judgement and act as an escalation point for sensitive and high-risk matters.
- Demonstrated experience in industrial relations management, including Trade Union engagement, employee consultations, collective discussions, and compliance monitoring.
- Proven leadership and people management capabilities, including providing direction, coaching, supervision, and capability development to team members.
- Highly developed stakeholder management, consultation, negotiation, and influencing skills, with the ability to manage sensitive and contentious workplace matters.
- Strong written and verbal communication skills, including the ability to prepare investigation reports, case assessments, and recommendations for management consideration.

- Demonstrated ability to lead policy governance, project management including process improvements while ensuring consistency, efficiency, and compliance.
- Ability to display appropriate behaviors in line with the position, as per the RMIT Behavioral Capability Framework (Connectedness, Commitment to Excellence – Improve and Simplify; Imagination and Innovation; Impact; Inclusion; Agility).

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.