



Position Description – Executive Director, Operations (Vietnam)

Position Details

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| Position Title: | Executive Director, Operations (Vietnam) |
| College/Portfolio: | RMIT Vietnam |
| Campus Location: | Based at the Ho Chi Minh City campus but may be required to work and/or be based at other campuses of the University. |
| Classification: | Executive 2 |
| Employment Type: | Fixed term |
| Time Fraction: | 1.0 |

RMIT University

RMIT is a leading multi-sector university of technology, design and enterprise with more than 96,000 students and close to 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 (Danang) and a research and industry collaboration centre in Barcelona, Spain. Programs are offered through partners in Singapore, Hong Kong, Sri Lanka and mainland China, with research and industry partnerships on every continent.

RMIT is committed to First Nations' community engagement, and to advancing the success of Aboriginal and Torres Strait Islander people through education, research and employment.

RMIT Standings in university rankings

RMIT is ranked 190th in the 2023 QS World University Rankings consolidating its reputation as a global leader in education and research. The rise into the world's Top 200 is an increase of 16 places from last year and 110 places since 2015. The University is also now ranked 11th in Australia, up from 14th position last year.

The University was recently ranked number three in the world and second in Australia in the Times Higher Education Impact Rankings for its commitment to reducing inequality within and among countries (SDG 10) and fifth globally and first in Australia for promoting decent work and economic growth (SDG 8).

RMIT also had 10 subject areas ranked in the top 100 globally in the QS World University Rankings by Subject, including a standout result for the University's Art and Design offering, which maintained its number one spot in Australia, second in the Asia-Pacific and 15th globally.

For more information, visit www.rmit.edu.au/about

RMIT Vietnam

RMIT Vietnam is creating an innovative research, teaching and learning culture. We are committed to providing internationally recognized 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 recognized 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

Portfolio

The Strategy and Operations Portfolio enables an integrated, enterprise-wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Human Resources, Information and Technology Services, Property Services, Occupational Health and Safety (OHS) and Security Services.

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

Position Summary

The Executive Director Operations (EDO) is accountable to the Deputy General Director RMIT Vietnam for the performance of the University's enabling functions in Vietnam. The remit for the role includes accountability for Human Resources, Information and Technology Services, Property Services, OHS and Security Services, central Project Management Office. In addition to playing a leading role in Incident Management Team (IMT) for Vietnam. As the Executive Leader, the EDO Vietnam will actively contribute to University's strategic planning, annual planning cycle, and change agenda for Vietnam. Key to the success of this role is a focus on collaboration to ensure alignment across the global operations team and the RMIT Group.

Reporting Line

Reports to: Deputy General Director RMIT Vietnam

Direct reports: 7

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Strategic Leadership: Develop and implement operational strategies that align with the organization's overall goals and objectives. Provide visionary leadership to all operational departments, fostering a culture of continuous improvement and high performance.
- Information Technology: Take part (together with Headquarter functions) actively in the development of, and then lead the implementation, and maintenance of robust and secure IT infrastructure, systems, and applications. Ensure technology solutions support business needs and drive innovation.
- Property and Facility Management: Manage existing campus development and enhancement programs and all aspects of existing property and facility operations, including maintenance, space planning, security, and environmental health and safety, to ensure a safe, efficient, and well-maintained work environment.
- Human Resources: Lead the HR function, encompassing talent acquisition, employee relations, compensation and benefits, performance management, and organizational development, to attract, retain, and develop a high-performing workforce.
- Occupational Health and Safety (OHS) and Security: Establish and enforce comprehensive OHS policies and procedures to ensure a safe workplace. Oversee security operations to protect personnel, assets, and information.
- Legal and Compliance: Ensure the Operation Portfolio adheres to all relevant legal and regulatory requirements. Manage legal risks and oversee compliance programs.
- Financial Management: Develop and manage operational budgets, ensuring cost-effective and efficient resource allocation across all departments under Operation Portfolio.
- Risk Management: Identify, assess, and mitigate operational risks, developing robust contingency plans.
- Incident Management Team: Provide overall direction and leadership for the incident. Manage all activities necessary to resolve, recover and learn from an incident.
- Establish, mature, and oversee the organization's project management methodologies, standards, and tools. Drive project excellence, improve project delivery efficiency, and ensure alignment of projects with strategic business objectives. Lead a team of project managers and program managers, providing guidance, mentorship, and support to achieve successful project outcomes.
- Stakeholder Engagement: Collaborate effectively with other executive leaders, department heads, and external partners to achieve operational objectives and organizational success.
- Team Development: Lead, mentor, and develop a high-performing operations team, fostering a culture of accountability, collaboration, and professional growth.

Key Selection Criteria

1. A progressive and diverse career demonstrating significant relevant experience, including in organizations of similar size, scale and complexity.
2. Exceptional communication and relationship-building skills, including evidence of the capacity to partner with senior executives to lead and deliver on a multi-dimensional projects.
3. A strong understanding of the global environmental challenges relevant to the sector including the impacts on existing providers, and the importance of research, innovation and education.
4. Demonstrated experience in successfully leading organizational change - including transforming systems, processes and services to deliver quality outcomes in line with organizational priorities.
5. High level interpersonal skills including the ability to engage and influence at all levels, and with individuals/teams from diverse backgrounds.
6. Proven ability to represent the University and develop links with governments, agencies, other education providers, industry and the general community.
7. Proven experience in managing complex projects across different geographical locations and jurisdictions.

Qualifications

Qualifications (minimum at Bachelor level, postgraduate is an advantage) in related discipline(s), coupled with extensive relevant experience.

Other conditions

Appointment to this position is subject to passing a mandatory Working with Children Check (Australia).

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).

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 recognize qualification list.

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.

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| Endorsed: | Signature: Name: Title: Date: | Approved: | Signature: Name: Title: Date: |
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