

 RMIT Vietnam**Procurement Operations and Enablement Manager****Position Details**

Position Title:	Procurement Operations and Enablement Manager
Division/ Centre:	Operations
Department:	Central Procurement
Campus Location:	Based at the Saigon South campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PSV8
Time Fraction:	Full time (1.0)

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.

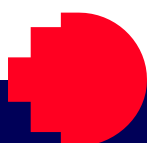
Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo. In Vietnam RMIT has two campuses (Ho Chi Minh City and Hanoi) and an English language centre (Da Nang). RMIT also has a European hub in Barcelona, 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 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 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

Central Procurement team is responsible for leading the strategic sourcing activities for high-value and high-risk expenditure to ensure process governance, risk-appropriate commercial decision making, and the best value for money outcomes and providing governance and process oversight of expenditure following RMIT Group Policies.

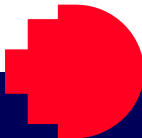
Position Summary

The Procurement Enablement & Performance Manager support procurement operations and enablement activities effective performance management, data-driven insights, process standardisation, capability building, and system optimisation. This role contributes to consistent procurement practices, system usage, and compliance outcomes. The Manager supervises the System & Performance Specialist and the Procurement Officer, fostering a culture of accountability, customer focus, and operational efficiency while partnering closely with Procurement team in Vietnam, Australia and business stakeholders.

Reporting Line

Reports to:	Associate Director, Procurement & Commercial Governance
Indirectly reports to:	Nil
Direct reports:	System & Performance Specialist (1 HC), Procurement Officer (1 HC)
Key relationships:	Works closely with the Procurement team in Vietnam and Australia, the broader procurement champions in Vietnam and cross-functional stakeholders.

Reporting lines may be adjusted in line with organizational changes.



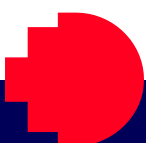
Key Accountabilities

1. Enablement & Capability Building

- Design and execute comprehensive procurement enablement programs, including training, workshops, knowledge sharing sessions, and best-practice deployment.
- Support change initiatives related to new policies, processes, digital tools, and performance frameworks.
- Maintain and update procurement of playbooks, standard operating procedures, templates, and training materials.
- Support the implementation of procurement champion model in line with plans, and interventions across the university, supporting leaders in the design, communication, and delivery of all change readiness activities and engaging stakeholders. This includes:
 - Proposing Champion program implementation plans,
 - Identifying and assessing stakeholders and their needs,
 - Implementing communication and engagement strategies for the program,
 - Keep track of the program process and tracking progress,
 - Monitoring the effectiveness of the implementation plan,
 - Reporting on the progress and results of the change,
 - Working closely with project delivery leads, senior leadership, to ensure the organizational approach to change is inclusive, dynamic, efficient, and ultimately delivers desired outcomes and ownership,
 - Consolidate training needs and facilitating training programs for procurement champions on procurement principles and practices,
 - Providing support to procurement champions,
 - Monitoring the performance of procurement champions and providing them with feedback and guidance,
 - Ensuring that procurement champions are aligned with the overall commercial and compliance objective,
 - Identifying and addressing any challenges or roadblocks that procurement champions are facing,
 - Reporting on the performance and progress of procurement champions to the Associate Director Procurement.

2. Performance & Operations Management

- Support the Associate Director Procurement in achieving procurement operational performance outcomes by enabling effective systems usage, data insights, and capability uplift across the procurement function,
- Supervise the Procurement operations team members in the delivery of day-to-day procurement operational activities, ensuring alignment with approved policies, procedures, and service expectations,
- Support the effective use of procurement systems and operational processes (including Workday P2P,



S2C, ServiceNow, SharePoint, catalogue management, and supplier onboarding) to support compliant, efficient procurement operations,

- Manage procurement operational performance data, escalating risks, trends, or material issues to support evidence-based decision-making by the Associate Director Procurement and Senior Manager Strategic Sourcing.
- Support the translation of procurement strategy and policy into operational practice by ensuring systems, processes, and user guidance are fit for purpose and consistently applied,
- Apply approved procurement policies and operating procedures in continuous improvement initiatives focused on user experience, operational efficiency, and system enablement, in alignment with direction from the Associate Director Procurement,
- Ensure procurement operational knowledge, communications, and training activities are up to date and aligned with procurement enablement and change initiatives.

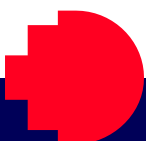
3. Process Improvement & Best Practice Deployment

- Promote standardisation and simplification of procurement processes across the organization,
- Identify opportunities for process improvement and raise recommendations with procurement management,
- Partner closely with relevant stakeholders to align enablement and performance initiatives with business needs,
- Act as a key contact point for complex procurement service requests (non-tender) and system-related issues,
- Lead the digital enablement initiatives within procurement operations, ensuring operational readiness, adoption, and alignment with procurement policy,
- Support initiatives to deliver a “simple and brilliant” stakeholder experience, actively gathering feedback and reducing pain points while maintaining policy compliance.

4. Compliance, Risk & Governance

- Support procurement activities meet internal policies, ethical standards, and regulatory requirements through performance monitoring and system controls,
- Support data and documentation for Head of department and Strategic Sourcing team for driving towards continuous improvement strategy,
- Use transactional insights to influence the Procurement business processes towards best practice process efficiency and effectiveness,
- Support internal and external audits/review activities,
- Identify and mitigate risks related to procurement performance, system usage, and process gaps,
- Evaluate on a regular basis the effectiveness of relevant processes and controls, and take up discussion with manager as necessary,
- Maintain sustainable procurement practices aligned with leading practice systems, process, policy, financial integrity and probity, protecting the credibility of the central procurement function.

5. People Management



- Directly supervise the System & Performance Specialist and the Procurement Officer,
- Set clear objectives, conduct regular performance reviews, and support the career growth of direct reports,
- Foster a high-performance, collaborative, and customer-focused team culture,
- Allocate resources effectively and ensure workload balance between performance, enablement, and operational support activities.

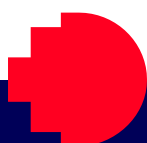
Key Selection Criteria

- Relevant tertiary qualification,
- At least 8 years of relevant experience in advisory or enablement functions at medium or large multinational companies,
- Working knowledge of and experience in consultancy/advisory role and familiar to the source to contract end to end process,
- Strong commercial awareness and an ability to apply this to the Education sector, acknowledging the difference and similarities,
- Demonstrated ability to lead, motivate, influence and coordinate a variety of internal and external stakeholders to achieve strategic project priorities,
- Extensive experience in developing stakeholder engagement plans within the context of change to breakdown resistance and deliver high engagement and required project outcomes,
- Excellent written and communication skills including ability to develop and deliver proposal, report, presentations,
- Tech savvy, open to using new systems and tools to improve the way we deliver services,
- Excellent interpersonal, consultation and negotiation skills, including the ability to work collaboratively,
- Liaise effectively with a diverse range of stakeholders,
- Proven ability to exercise initiative, think strategically and creatively and to adopt an active approach to problem solving,
- A high degree of resilience and ability to cope with ambiguity and changing priorities,
- Leadership skills in a cross-functional team environment in matrix environment,
- Proven capability to drive and manage changes, with a customer-focused and result-oriented mindset,
- Ability to work in a fast paced, lean team environment with the associated flexibility,
- Demonstrated the behavioral fit aligned to the RMIT values, leadership capabilities and professional 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.

Endorsed

Signature:

Name:

Title:

Date: Must filled section

Approved

Signature:

Name:

Title:

Date: Must filled section

