

 RMIT Vietnam**Procurement System & Performance Specialist****Position Details**

Position Title:	Procurement System & Performance Specialist
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:	PSV6
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.

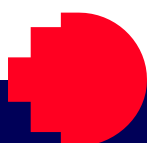
Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo. In Vietnam RMIT has two campuses (Ho Chi Minh City and Hanoi) and an English language centre (Da Nang). RMIT also has a European hub in Barcelona,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

This role supports Procurement operations, training and strategic sourcing projects by managing procurement processes, collaborating on training initiatives, conducting market research, and ensuring effective contract management. Key stakeholders include suppliers, university business users, and internal procurement teams.

Reporting Line

Reports to: Procurement Operations and Enablement Manager

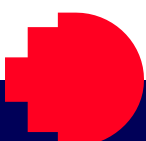
Indirectly reports to: Associate Director, Procurement & Commercial Governance

Key relationships:

Reporting lines may be adjusted in line with organizational changes.

Key Accountabilities

1. Procurement Operations & System Support



- Support implementing of existing Procurement Operations activities by coordinating, undertaking, and tracking activities related to Workday and Source to contract systems, including:
 - Supplier onboarding and offboarding on system
 - Execution of approved procurement channels and category strategies/registers
 - Data management, issues and complaints tracking
 - Day-to-day procurement operational tasks within the remit of the role.
- Act as a primary coordinator for procurement service requests via ServiceNow, ensuring effective triage, response, escalation, and service performance analysis.
- Provide system-based operational support to internal stakeholders for procurement procedures, policy interpretation, and system usage.
- Use multiple methods of communication (phone, email, ServiceNow, digital platforms) to respond to procurement enquiries in a timely and professional manner.
- Work to create a simple and brilliant experience across all interactions by producing and leveraging effective customer engagement and feedback strategies; recommend and encourage the implementation of plans that ease customer pain points while providing advice on how to follow policy and meet customer needs.

2. Performance Monitoring & Process Improvement

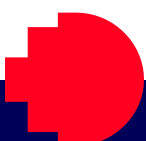
- Develop and maintain interactive dashboards and regular performance reports (weekly, monthly, quarterly) using different platforms and visualization tools.
- Support existing process, and improvement opportunities; prepare regular reports with clear recommendations to the Procurement Enablement and Performance Manager and relevant stakeholders.
- Maintain procurement data from Workday, source-to-pay platforms, and other internal/external systems as instructed.
- Ensure data accuracy, completeness, and timeliness; implement data validation routines and resolve discrepancies.
- Support the creation and continuous refinement of procurement performance metrics, benchmarks.
- Participate in or perform routine checks for small-to-medium process improvement projects to streamline procurement workflows.
- Document and maintain standard operating procedures (SOPs), playbooks, and performance-related templates.
- Follow up on action items from performance reviews and ensure timely closure.

3. Enablement Projects Coordination

- Assist the Procurement Enablement and Performance Manager in planning and executing enablement programs, including training sessions, process standardisation workshops, digital tool rollouts, and best-practice sharing.
- Coordinate logistics, participant tracking, and post-training effectiveness measurement for procurement training and capability-building initiatives.
- Support change management activities related to new policies, systems, or performance frameworks.

4. Compliance, Risk & Audit Support

- Assist with monitoring adherence to procurement policies, ethical standards, and regulatory requirements through performance data.
- Support internal and external audits by providing performance reports and evidence of compliance.



- Escalate identified issues to appropriate stakeholders through performance monitoring.
- Other duties commensurate with the scope of the role.

Key Selection Criteria

- Bachelor's degree in business, supply chain management, finance or a related field,
- Requires at least 5 years of relevant experience in procurement operations, systems, or data support roles, with exposure to process execution, stakeholder coordination, and system-based procurement activities
- Strong background in process transformation, automation, and digital enablement (AI or workflow automation experience a plus). Experience working for procurement/systematic process advisory or consultancy firm is strongly preferred,
- Understanding of the Procure to Pay (P2P) system and process is a plus,
- Experience in customer service environment,
- Well-developed skilled in preparing business reports and correspondence,
- Demonstrated ability to work in a team environment,
- Strong stakeholder engagement and communication skills with the ability to provide standard information and guidance to non-procurement audiences,
- Analytical, systems-oriented mindset with an ability to translate data into operational insight.
- Appointment to this position is subject to passing a <Insert mandatory check i.e. Working with Children> check.
- Ability to display appropriate behaviours in line with the position, RMIT Values and 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 5.5 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

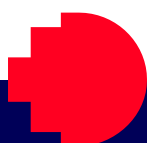
Organisational Accountabilities

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

