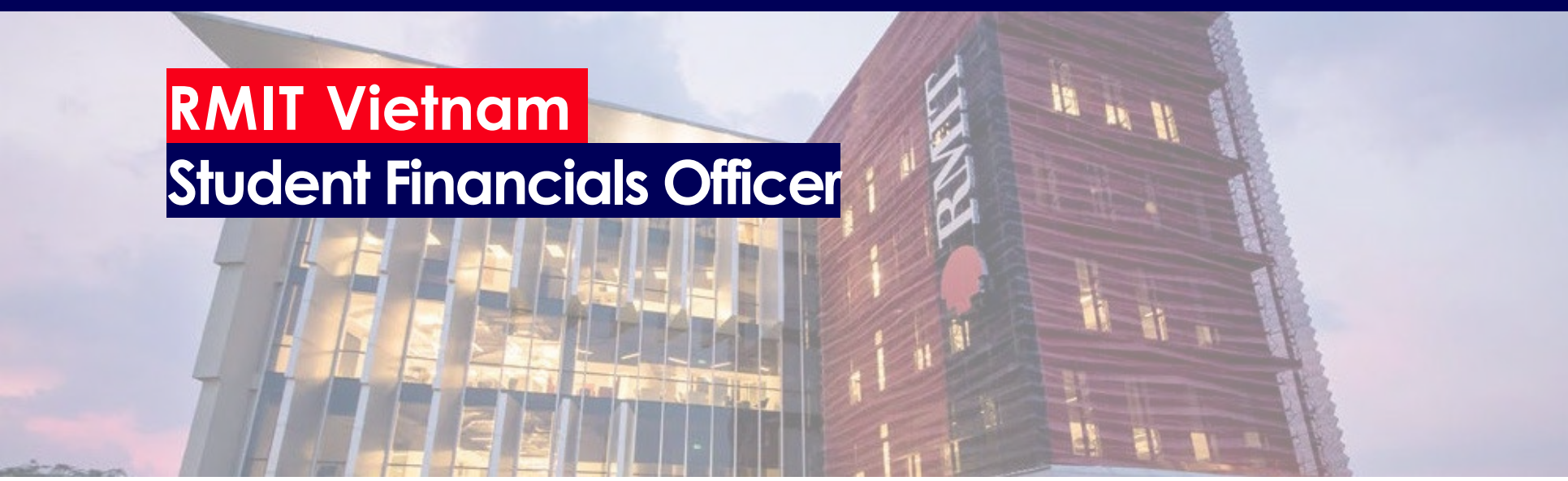


RMIT Vietnam
Student Financials Officer

Position Details

Position Title:	Student Financials Officer
Division/ Centre:	Students and Education Portfolio (SEP)
Department:	Academic Registrar's Group (ARG)
Campus Location:	Saigon South Campus but may be required to work and/or be based at other campuses of RMIT Vietnam
Job Grade/ Classification:	PS4
Time Fraction:	Full-time (40 hours per week)

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 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

Portfolio Summary

The Students and Education Portfolio (SEP) at RMIT Vietnam leads the University's learning and teaching excellence, curriculum innovation, and integrated student experience. Working in close partnership with academic schools and central portfolios, SEP advances RMIT's Knowledge with Action strategy and RMIT Vietnam's Country Commitment by embedding Active, Applied and Authentic (AAA) pedagogies across programs and ensuring students are prepared for future workplaces.

SEP brings together academic development, digital innovation, student life, Library and Digital Services, and learning support functions to create an inclusive and engaging learning environment. The portfolio focuses on student success, wellbeing and retention; employability through industry-integrated and work-integrated learning; and the thoughtful integration of digital technologies, including AI, into teaching, assessment and student support. Through this work, SEP plays a central role in positioning RMIT Vietnam as a regional leader in transformative, future-ready education.

Position Summary

The Student Financials Officer is responsible for supporting the delivery of student financial processes across the student lifecycle at RMIT Vietnam.

The role supports the accurate and timely processing of student financial activities, including billing, refunds, and student insurance, in accordance with University policies and procedures. It contributes to the day-to-day operations of the student financials function, ensuring data accuracy, compliance, and effective service delivery.

Working under the guidance of the Senior Coordinator, Student Financials, the position supports workflow coordination, maintains financial records, and responds to student and stakeholder enquiries to ensure a consistent and high-quality student experience.

Reporting Line

Reports to:	Senior Coordinator, Student Financials
Key relationships:	**Internal Relationships:** Academic Registrar's Group (ARG) teams; Student Financials team; Enrolments and Student Records teams; Finance and Accounting; Student Connect; ITS; Student and Education Portfolio (SEP) units. **Global / Cross-campus Relationships:** Relevant RMIT global stakeholders, including Student Financials Governance team. **External Relationships:** Students and relevant external stakeholders (e.g. authorities or providers related to student insurance processes).

Reporting lines may be adjusted in line with organisational changes.

Key Accountabilities

- Process student financial transactions and activities, including billing, refunds, and payment-related requests, in accordance with established procedures and timelines.
- Maintain accurate and up-to-date financial data in relevant systems, ensuring data integrity, confidentiality, and compliance with policies.
- Respond to enquiries from students and stakeholders regarding student financial matters, providing accurate information and escalating complex cases where required.
- Review and validate financial data, including invoices and student account information, ensuring accuracy for reporting and compliance purposes.
- Support the coordination of student medical insurance processes, ensuring timely and accurate administration in line with institutional and regulatory requirements.
- Assist in the implementation and testing of system or process changes related to student financials under the guidance of senior staff.
- Collaborate with internal stakeholders, including Finance, Student Connect, ITS, and other ARG teams, to support coordinated service delivery.
- Maintain professional and equitable service standards, particularly when supporting students experiencing financial difficulty.
- Support documentation and maintenance of financial processes and operational guidelines.
- Contribute to continuous improvement by identifying operational issues and supporting enhancements to processes and systems.
- Undertake other duties as required by the line manager.
- Other duties commensurate with the scope of the role

Key Selection Criteria

- A relevant tertiary qualification (Bachelor's degree at minimum requirement) or an equivalent combination of relevant experience.

- Demonstrated experience (typically 1–3 years) in financial administration, billing, or related processes, preferably within a higher education or service-oriented environment.
- Strong attention to detail and accuracy in managing financial data and information.
- Experience working with administrative or financial systems and databases.
- Demonstrated ability to follow processes and ensure compliance with policies and procedures.
- Effective communication and interpersonal skills, with the ability to respond to enquiries and support a range of stakeholders.
- Ability to manage tasks, prioritise work, and meet deadlines in a structured environment.
- Ability to work independently and as part of a team.
- Proficiency in Microsoft Office and relevant digital tools.
- Demonstrated commitment to service quality, teamwork, and continuous improvement.
- 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 6.0 (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	Approved

Signature: [Signed]

Name: Thao Le

Title: HRBP

Date: August 2026

Signature: [signed]

Name: Robert Tuan Tang

Title: Associate Registrar

Date: August 2026