

A photograph of a modern, multi-story building with a glass facade and a red brick section, likely an RMIT campus. The building is illuminated from within, and the sky is a soft blue with some clouds.

RMIT Vietnam

Manager, HDR Programs & Services

Position Details

Position Title: Manager - HDR Programs & Services

Division/ Centre: Research & Innovation

Department: Office for Research & Innovation

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: PS8

Time Fraction: 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

RMIT's Research and Innovation Portfolio supports researchers to help shape the world. The portfolio has an engaged, energetic, talented and collaborative team focused on enabling excellent research and innovation outcomes. With a global presence, community and industry connections, we support cutting-edge research and careers that make a positive impact on communities.

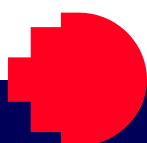
The Research and Innovation Portfolio supports researchers and graduate researchers with research partnerships, grants and research contracts, funding opportunities, capability development, research training, ethics and integrity, intellectual property, commercialization, internships, communication and profile.

Position Summary

RMIT Vietnam's HDR programs and scholarships are a critical pillar of the RMIT Vietnam Country Commitment and central to building a sustainable pipeline of research and innovation (R&I) talent in Vietnam.

The Manager, HDR Programs & Services provides strategic and operational leadership of the full suite of Higher Degree by Research (HDR) programs and services at RMIT Vietnam. The role leads the HDR Programs and Services team within the Office for Research and Innovation (ORI), with accountability for end-to-end management of HDR processes, including HDR scholarships and admissions, candidature management, milestone seminars, and candidate engagement across the full lifecycle of the HDR experience.

The role works closely with the School of Graduate Research (SGR), and HDR Delegated Authorities in both



Vietnam and Australia to ensure a seamless and consistent candidate experience. The Manager is a key source of HDR policy and process expertise, providing informed advice to the Head, Office for Research & Innovation and to academic leaders, and proactively identifying and escalating candidature-related risks or issues to relevant stakeholders.

Working in close partnership with HDR Delegated Authorities and supervisors across the three academic schools, the Manager is responsible for ensuring high-quality, compliant and student-centred delivery of HDR support. The role acts as the principal liaison with the School of Graduate Research on all matters related to admissions, enrolments and candidature (including milestones, leave of absence, and monitoring candidate progress), ensuring alignment with University policies, standards and strategic priorities.

As RMIT Vietnam strengthens its focus on HDR programs, this role requires a strong people leader who can build and lead a high-performing team, drive best-practice governance, and embed robust policy and process frameworks to support a growing HDR cohort. The Manager directly supervises two Senior Coordinators - one with responsibility for HDR programs and scholarships (including HDR program promotion, information sessions, admissions and scholarships), and one overseeing candidate experience and services (HDR orientations, HDR spaces, milestone seminars, engagement activities, training and other candidature matters).

The Manager has oversight of HDR scholarship administration, ensuring timely processing and payment, monitoring and optimising scholarship allocation across the three schools, and contributing to resource planning through preparation of HDR scholarship budgets as part of annual budget cycles. The role holds responsibility for management reporting on HDR programs, providing analysis and insights to inform strategic decision-making.

This position is ideally suited to a leader with a strong commitment to developing the next generation of researchers and to fostering an enabling environment in which HDR candidates and supervisors can thrive.

Reporting Line

Reports to: Head, Office for Research and Innovation

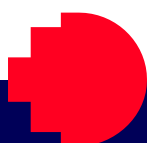
Indirectly reports to: N/A

Direct reports: 2

Reporting lines may be adjusted in line with organisational changes.

Key Accountabilities

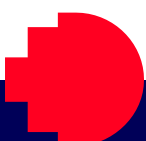
- Provide timely, expert and authoritative advice on HDR admissions, scholarships and candidature management, acting as the primary source of HDR policy and process expertise ensuring a coherent, high-quality and student-centred services across the full HDR lifecycle.
- Provide timely and accurate advice on university HDR policies and procedures, leading ongoing review and improvement of processes to strengthen governance and compliance.
- Lead, manage and develop the HDR Programs and Services team, including two Senior Coordinators, building a high-performing, collaborative and service-oriented culture with clear expectations and effective coaching.



- Manage the RMIT Vietnam PhD Scholarship scheme and HDR funding models, including allocation, monitoring and compliance, working with Finance and Head, ORI to ensure robust financial management and effective use of resources.
- Build and maintain collaborative relationships with key stakeholders across RMIT Vietnam and RMIT Australia, including SGR, HDR Delegated Authorities and schools, to support coordinated HDR service delivery and effective communication.
- Ensure robust monitoring, analysis and accurate reporting of HDR data (e.g. admissions, progression, completions, supervision and scholarships) to inform strategic and operational decision-making by the Head, ORI and RMIT Vietnam leadership.
- Design and oversee HDR orientations, engagement and development activities (e.g. workshops, seminars, events) to foster a connected and inclusive PhD cohort and enhance the overall candidate experience.
- Support the Head, ORI to identify and operationalise industry and alumni engagement and collaborative research training opportunities with regional and international university partners, enhancing the relevance and reach of HDR programs and enabling ongoing research collaborations with HDR alumni.
- Act as a positive change advocate for service excellence and continuous improvement in the delivery of HDR programs at RMIT Vietnam, undertaking other duties as required to support research training priorities at RMIT Vietnam.
- Other duties commensurate with the scope of the role

Key Selection Criteria

- Master degree or any similar post-graduate degrees
- At least 7 years of experience in similar roles.
- Knowledge of IT and Multi-media related applications preferred
- Knowledge of HDR programs and policies, including administration and services
- High interpersonal, verbal and written communication skills, including the ability to confidently handle a range of situations with people from a diverse range of academic and business backgrounds.
- Experience in the interpretation of complex policies as well as identifying key information required for data entry and a high level of attention to detail.
- Demonstrated ability to work effectively and efficiently within a team as well as autonomously under broad direction.
- Demonstrated ability leading teams through complex change management environments, including academic stakeholder management
- Excellent organisational and time management skills, with proven ability to manage multiple tasks and the flexibility to re-adjust workload priorities to meet competing deadlines.
- Proven analytical and problem-solving skills and the ability to contribute to continuous improvement projects.



- Demonstrated high level of proficiency in the use of MS Office suite; internet and information management systems. Experience in working with SAMS and AIR or other similar databases.
- 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 6.5 (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

