

RMIT Vietnam
Administration and Relationship Officer

Position Details

Position Title:	Administration and Relationship Officer
Division/ Centre:	Global Marketing, Digital and Student Recruitment
Department:	Student Recruitment
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:	PSV4
Time Fraction:	Full Time

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 119th in the 2027 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 among the world's top 100 in the latest QS World University Rankings by Subject. Three subjects are ranked in the global top 50, with Architecture & Built Environment maintaining its strong global position at 15th while rising to 1st in Australia. Library & Information Management also improved to 1st in

Australia and is ranked 29th globally. Art & Design continues to be recognised among the world's leading disciplines, ranked equal 19th globally and 1st in Australia. Additional subjects ranked in the global top 100 and among the top 10 in Australia include Materials Science, Accounting & Finance, Communication & Media Studies, Data Science & Artificial Intelligence, and Civil & Structural Engineering.
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

Position Summary

Administration and Relationship Officer is a key role for the Student Recruitment Department and its Stakeholder Relationships Unit. This position provides secretarial and administrative tasks for a wide range of activities for recruiting new prospective students to the university and for retaining them.
The position will actively involve in operational and adminstrative support for Stakeholder Relationships team on a daily basis, helping it to organise and prepare for successful enagagement and direct marketing activities.
On occasion, this position may also be required to work outside of usual office hours including nights and on weekends.

Reporting Line

Reports to: Manager, Partnership Engagement

Reporting lines may be adjusted in line with organisational changes.

Key Accountabilities

- Provide high quality administrative support for stakeholders' engagement activities including processing sponsorships, payments, preparing contracts/ agreements, purchase orders to suppliers and key external stakeholders (high schools, universities and colleges, domestic partner institutions and government educational entities)
- Process and maintain accurate financial records relevant to the expenditure of high school engagement

activities

- Coordinate the efficient ordering, stock tracking and distribution of merchandise for high school students and partners
- Conduct mail-merge, labels printing and working with Postal service suppliers to ensure letters, proposals, and sponsorships delivering key external stakeholders in a timely manner
- Assist in coordinating, organizing and running relevant events for high school students, counselors and teachers through arrangement of logistics, data key-in
- Provide program and admissions consultation to prospective parents and students at events. Collect leads and identify prospective students.
- Collect relevant high school event surveys and prepare post-event reports when required
- Effectively communicate and respond to enquiries from local high schools in a transparent and clear manner, either via email, phone or face to face interactions.
- Perform any other duties that may be required by line manager
- Other duties commensurate with the scope of the role

Key Selection Criteria

- Provide high quality administrative support for stakeholders' engagement activities including processing sponsorships, payments, preparing contracts/ agreements, purchase orders to suppliers and key external stakeholders (high schools, universities and colleges, domestic partner institutions and government educational entities)
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- Collect relevant high school event surveys and prepare post-event reports when required
- Effectively communicate and respond to enquiries from local high schools in a transparent and clear manner, either via email, phone or face to face interactions.
- Perform any other duties that may be required by line manager
- Appointment to this position is subject to passing mandatory 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: Nhi Nguyen

Name: Nhi Nguyen

Title: HRBP

Date: Nov 2026

Approved

Signature: Thu Le

Name: Thu Le

Title: Associate Director, Student Recruitment

Date: Nov 2026