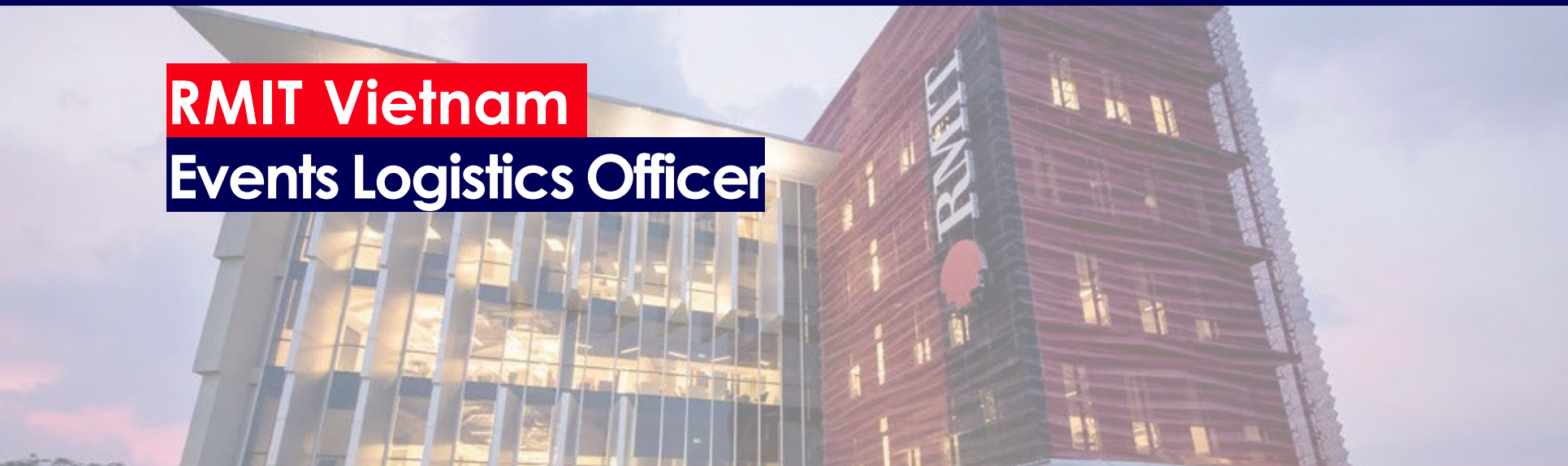




RMIT Vietnam

Events Logistics Officer

Position Details

Position Title:	Events Logistics Officer
Division/ Centre:	Engagement
Department:	University Events
Campus Location:	Based at the Hanoi campus but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PSV4
Time Fraction:	Fulltime

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.

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

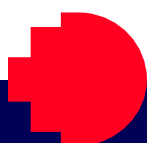
The University Events team at RMIT Vietnam delivers a diverse portfolio of university-wide events that support strategic priorities, community engagement, and brand presence. This includes large-scale ceremonies, institutional milestones, and stakeholder-focused activities across all campuses and venues.

Beyond providing expertise in event concepts, logistics, and audience engagement, the team establishes the frameworks, including protocols and standardized procedures, that ensure all RMIT Vietnam events are organized efficiently and in full regulatory compliance. By driving the development of these systems, the team enhances the quality, safety, and consistency of event delivery while fostering the professional capacity of event practitioners across Schools, Portfolios, and student bodies.

Position Summary

The Events Logistics Officer supports the planning and execution of university events in Hanoi by coordinating logistics, vendors, and operational services.

Working under the guidance of the Events Operations Specialist, the role is responsible for ensuring all logistical components, including catering, venue arrangements, entertainment, and support services, are delivered effectively and aligned with event requirements. The position plays a key role in maintaining smooth operations through detailed coordination, vendor management, and on-site support across all event phases.



Reporting Line

Reports to:	Hanoi Events Lead
Indirectly reports to:	Senior Events Manager
Key relationships:	RMIT Vietnam cross-functional departments Event-related vendors and suppliers RMIT Vietnam Community (students, staff, alumni) Event owners and practitioners (students, staff, external stakeholders)

Reporting lines may be adjusted in line with organisational changes.

Key Accountabilities

1. Catering Coordination

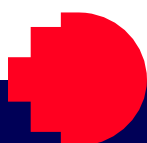
- Coordinate catering services for events, including menu selection, quantity planning, dietary requirements, and service flow, in alignment with event scale and audience profile.
- Liaise with internal teams and catering vendors to arrange appropriate facilities and service setup (e.g. room layout, serving stations, storage, back-of-house areas).
- Ensure catering plans align with event timelines, guest flow, and venue conditions.
- Monitor catering setup and service delivery onsite to ensure quality, hygiene standards, and adherence to agreed scope.
- Support coordination of any on-the-day adjustments or issues, ensuring minimal disruption to guest experience.
- Mentor students participating in the University Events Apprentice Program by coaching on food and beverage operations, regulatory compliance, service standards, and catering logistics.

2. Venue, Facility & Site Services Coordination

- Coordinate requirements for furniture, fixtures, utilities, and equipment. Liaise with Property Services and internal teams to conduct pre-event checks, ensuring all spaces and services are set up according to plan.
- Manage the delivery of essential site services, including cleaning, parking, and medical support. Track vendor timelines to ensure alignment with the operational schedule and report any readiness issues to the Events Operation Specialist.
- Provide active on-site coordination by assisting in the management of vendors, casual labor, and volunteers. Monitor assigned event areas to ensure smooth service delivery and positive attendee experience.
- Assist in crowd flow observation and implement basic operational adjustments as directed. Support real-time problem-solving by coordinating with relevant parties to resolve immediate issues.
- Support post-event pack-down and site reinstatement to ensure the venue is returned to its original condition.

3. Administration & On-site Operational Support

- Handle the end-to-end administrative lifecycle for event logistics, technical equipment and supporting services, including preparing contracts, purchase requests (PR/PO), and payment documentation (Workday).
- Prepare and maintain all operational materials, including checklists, equipment registries, and service tracking logs to ensure seamless delivery.



- Support the sourcing, booking, and coordination of performers, talents; coordinate schedules, rehearsals, and run-of-show details to ensure smooth integration into the overall event program.
- Arrange booking for photography and filming and on-site coordination as required.
- Assist infrastructure setup and livestreaming production activities as required.
- Assist the sourcing, onboarding, and performance management of outsourced labours by delivering detailed briefings, training, and operational guidelines to ensure their readiness and compliance. Build and maintain a reliable network of suppliers and workforce resources to support future event delivery
- Act as a primary point of coordination for vendors, staff, and casual labors during event operations; monitor real-time operations to ensure all elements align with the run sheet.
- Support the post-event review process by consolidating documentation and service records for final reporting and analysis.

Key Selection Criteria

- Bachelor's degree in a relevant discipline
- Minimum 1 years' experience in supporting event operations, logistics, or production in a fast-paced environment
- Ability to manage multiple vendors and logistics components simultaneously.
- Good communication skills in English and Vietnamese.
- Ability to work under pressure and adapt in dynamic event environments.
- Familiarity with procurement processes and systems (e.g. Workday) is an advantage.
- Strong problem-solving skills and ability to support operational decision-making.
- Demonstrated ability to work collaboratively within a team environment.
- Ability to display appropriate behaviours in line with the position, RMIT Values and RMIT Leadership Model.

English Proficiency

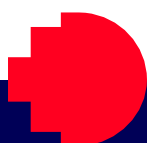
English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS (General) with a score of at least 6.5 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

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: Nguyen Thi Phuong Duy

Title: Senior Events Manager

Date: 5 May 2026

Approved

Signature:

Name:

Title:

Date:

