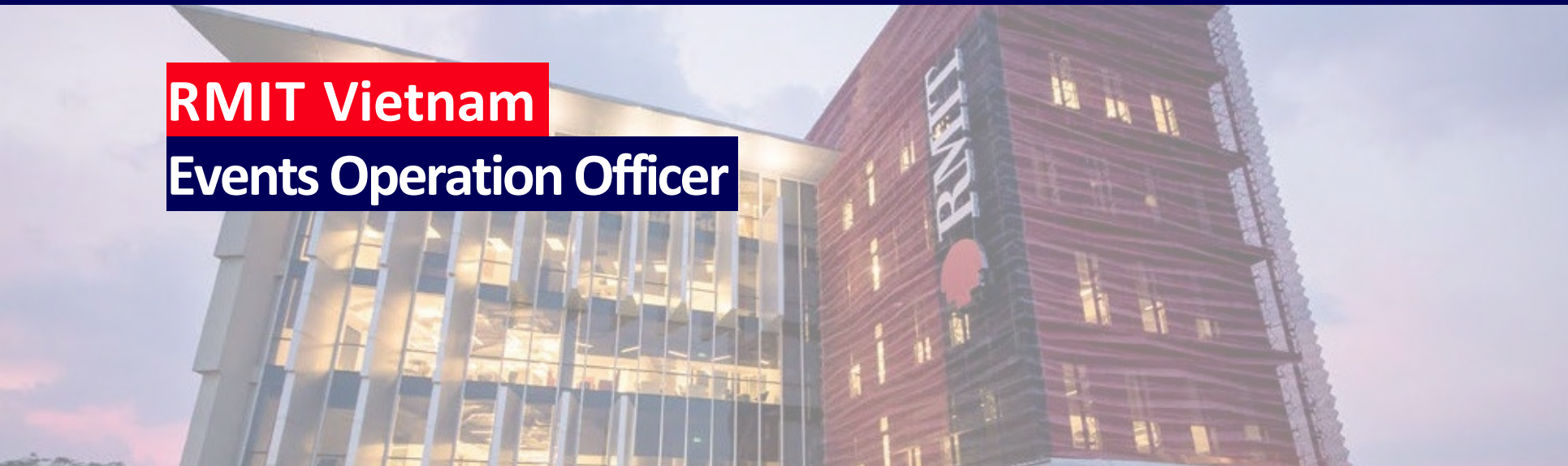


**RMIT Vietnam****Events Operation Officer****Position Details**

Position Title:	Events Operation Officer
Division/ Centre:	Engagement
Department:	University Events
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:	1.0

RMIT University

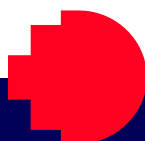
RMIT is a leading multi-sector university of technology, design and enterprise with more than 90,000 students and 10,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways. The University's mission 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 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 center (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 recognized high-quality education and research aligned to the needs of the Vietnam and ASEAN region. As an internationally recognized 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 recognized 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>

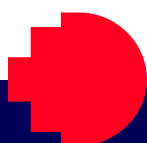
Department Summary

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 Event Operations Officer supports the planning and execution of university events by coordinating infrastructure, technical equipment, and site services. This role liaises with vendors, facilities, and administration to manage onsite deliverables, ensuring all activities are executed efficiently, safely, and in strict alignment with established plans and University standards.



Reporting Line

Reports to: Events Production Specialist

Indirectly reports to: Senior Events Manager

Key relationships:

- Event-related vendors and suppliers
- RMIT Vietnam cross-functional departments
- RMIT Vietnam community (Staff, student and alumni)

Reporting lines may be adjusted in line with organizational changes.

Key Accountabilities

Event Operation Administration & Support

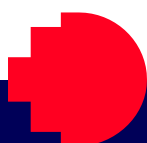
- **Procurement & Admin:** Handle end-to-end administration for event infrastructure, AV/lighting, and equipment rentals, including contracts, PR/PO generation, and payment processing.
- **Operational readiness:** Prepare and maintain essential operational assets, including checklists, equipment registries, and service tracking logs to ensure seamless delivery and equipment is handled and operated according to guidelines. Proactively identify and escalate potential risks, issues, or plan deviations to the Events Production Specialist to ensure timely resolution.
- **Timeline & Stakeholder coordination:** Track project milestones and proactively follow up with vendors and internal stakeholders to ensure all deliverables meet strict deadlines.
- **On-the-day coordination:** Serve as a primary point of coordination for vendors, staff, and volunteers to ensure real-time operations execute seamlessly according to the master run sheet. Facilitate smooth participant movement and proactively adjust service delivery points to eliminate operational bottlenecks.
- **Post-event reconciliation:** Support the debrief process by consolidating service records, vendor documentation, and operational data for final reporting and analysis.

Event Infrastructure Setup Support

- **On-site setup and teardown:** Assist in the physical installation of staging, AV equipment, and temporary structures, ensuring strict alignment with approved layout plans. Support on-site load-in and load-out activities to ensure efficient, safe, and timely transitions during setup and teardown.
- **Vendor delivery and timeline control:** Act as point of contact for on-site vendors to ensure setup requirements are clearly communicated and executed according to the timeline. Verify setup accuracy against plans, identify immediate installation issues, and coordinate with relevant parties for rapid resolution.

Venue, Facilities & Site Services Coordination

- **Venue booking & facility arrangement:** Manage internal and external event venue bookings, liaising directly with venue owners and Property Services to secure required spaces and facility infrastructure. Support post-event pack-down and site reinstatement to ensure the venue is returned to its original condition.
- **Site services coordination:** Handle the booking and delivery of essential site services (cleaning, parking, medical support) and track vendor timelines, escalating any readiness issues to the Events Production Specialist. Support real-time problem-solving by coordinating with relevant service providers to resolve immediate issues.



- **Outsourced labour arrangement:** Source, arrange, and deploy outsourced event labour based on cross-functional team requirements to ensure comprehensive staffing support across all event activities.
- **Photography & filming coordination:** Book, schedule, develop scripts/briefings, manage technical crews during live delivery, and oversee post-event editing feedback loops and asset distribution.

Key Selection Criteria

- Bachelor's degree in a relevant discipline (Marketing, Administration, Event Management)
- Minimum of 1 year of experience supporting event operations, logistics, or production within a fast-paced environment. Demonstrated experience in coordinating event setup, logistics, and vendor services, with the ability to follow operational plans and timelines
- Understanding of event infrastructure, venue operations, and site services (e.g., furniture setup, equipment handling, cleaning, parking, or support services)
- Proven experience briefing, monitoring, and coordinating external vendors, casual labor, and service providers against operational plans.
- Strong attention to detail and the reliability to manage multiple tasks simultaneously, follow complex instructions, and deliver under tight deadlines.
- Good problem-solving skills with familiarity in health, safety, and risk escalation procedures within event environments.
- High level of attention to detail and reliability in executing assigned responsibilities
- Clear and effective verbal and written communication skills in English and Vietnamese
- Ability to work flexible hours, including evenings and weekends, to support event delivery
- Ability to display appropriate behaviours in line with the position, RMIT Values and RMIT Leadership Model

English Proficiency

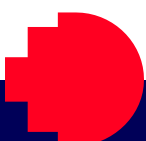
English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS (General) with a score of at least 7.5 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

Organizational 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, labor, 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: Aug 2026

Approved

Signature:

Name:

Title:

Date: Aug 2026

