



## Senior Manager – Compensation, Benefits and HR Services

<b>Position Title:</b>	Senior Manager, Compensation, Benefits and HR Services
<b>School/Group:</b>	People
<b>Campus Location:</b>	Based at the Saigon South campus but may be required to work and/or be based at other campuses of RMIT Vietnam.
<b>Classification:</b>	PS9
<b>Employment Type:</b>	Full time, 2 year fixed term
<b>Time Fraction:</b>	FTE 1.0

### RMIT University

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RMIT is a global university of technology and design, focused on creating solutions that transform the future for the benefit of people and their environments.

One of Australia's original educational institutions founded in 1887, RMIT University is now the nation's largest tertiary institution with 82,000 students, including more than 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and practical education, applied and innovative research, and engagement with the needs of industry and the cities in which we are located.

With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Spain, Belgium and Germany, and enjoys research and industry partnerships on every continent.

### RMIT Vietnam

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RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University. RMIT Vietnam is creating innovative research, teaching and learning culture. We are committed to providing internationally recognised high-quality education and professional training for our students, clients and members of the community. As an internationally recognised Australian university based in Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and 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 vocational English through to undergraduate, post-graduate and Ph.D. programs. All teaching at RMIT Vietnam is in English.

## People Team

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The People Team consists of a team of strategic HR professionals providing outstanding, client focused, proactive and effective solutions and services for all RMIT Vietnam staff. Our success is achieved by understanding our business and operating as a business partner to our clients. We deliver responsive, innovative and practical solutions and services.

The Human Resources team operates in a manner that supports the RMIT values and achievement of the business objectives. By providing tailored, quality human resources services and products and ensuring a high level of expert support and advice, the Human Resources team enhances the ability of Schools, Portfolios and Groups to meet their business objectives. This, in turn, enables University staff to better support the current and future student population at the University.

## Position Summary

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The Senior Manager, Compensation, Benefits and HR Services, is responsible for the strategic, operational and transactional delivery of a range of key HR services and support to RMIT Vietnam, including the design, development, implementation, communication, and administration of RMIT Vietnam's HR policy guidance/programs in compensation and benefits, employment law and contracts, employee relationship, HR management information and reporting systems, HR intranet and internet content and HR staff communications generally.

The Senior Manager, Compensation, Benefits and HR Services partners with key business stakeholders throughout the University and HR team to seek out opportunities to build, improve, and align processes and policies that enable an employee experience that is seamless, consistent, and efficient. The role partners with the HR teams in other geographies to develop, define, and deliver services and standardized people processes.

The Senior Manager, Compensation, Benefits and HR Service leading teams in various workstreams including Compensation & Benefits, Payroll and Tax Compliance, Employment Contract Management, Statutory Insurance Compliance, Non-statutory Insurance Administration, Frontline People Services who support staff and alumni of RMIT Vietnam and perform key services, processes, programs, initiatives, and tools that enable RMIT Vietnam's talent to work efficiently.

## Reporting Line

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Reports to: Associate Director, Reward, Talent and Organisational Development

Direct reports: 2-3

## Organisational Accountabilities

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RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

## Key Accountabilities

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- Lead and manage a team of HR staff in the areas of HR policy development, compensation, and benefits (including payroll and tax compliance), employment contract administration, insurance management, and general HR consulting who:

- Deliver a range of solutions, day-to-day support, and full implementation of new and existing services/processes (local and global) in their area of responsibility; and
- Provide subject matter expertise as required for key “hire to retire” activities and business projects including interpretation of policies and procedures.
- Oversee/directly work on the development and management of thoughtful HR guidelines and processes that shape the employee lifecycle and are compliant (with relevant Vietnamese laws and alignment with RMIT University), efficient, and scalable. Specifically:
  - A compensation and benefits program that is cost effective and contributes to the attraction, engagement, motivation and retention of highly qualified Vietnamese and foreign staff.
  - Managing processes to ensure RMIT's legal compliance to government and mandatory audits for HR key deliverables including Personal Income Tax, DOLISA, MOLISA, and other fluid and changing government requirements.
  - Re-engineered HR administration processes that deliver against both compliance and customer service requirements
  - Initiatives to adapt significant and relevant RMIT University HR policy and practice initiatives to RMIT Vietnam
  - HR content related to compensation, benefits and HR supporting services in RMIT Vietnam internet and intranet in cooperation with Communication and Events.
- Investigate, fix, and resolve complex issues that arise regarding policies, processes and practices with technology or industry best practices.
- Support the leadership team in critical projects pertaining to people (e.g. business planning, budgeting, policy designing and implementation, workforce transformation) including creating, providing, and defining metrics with purpose.
- Direct, plan, and inform the team in accordance with HR Operations strategic direction and industry best practices that align with the HR Operations vision.
- Drive and improve high levels of client service and engagement with our staff and leadership team who rely on successful HR transformation efforts.
- Provide qualitative employee relations services addressing employees’ queries and acting as an adviser to the leadership, managers and staff regarding policies and procedures.
- Build strong relationships with senior internal and external stakeholders.
- Partner with stakeholders and manage expectations while prioritising deliverables against cross-functional delivery plans.
- Regularly partner with the HR team in Australia to influence and contribute to the vision for process transformation and translate the vision into a long-term roadmap of change.
- Influence delivery channels, data requirements, reporting, and performance metrics as continuously enhancing processes and programs.
- Actively contribute to RMIT Vietnam’s HR strategy and play a critical role in the execution, acceptance, expansion/implementation, and communication of HR services and solutions in the above-mentioned areas that align with RMIT Vietnam’s strategy and business objectives.

## Key Selection Criteria

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### Basic qualifications

- Degree qualifications in Human Resource Management or directly related field
- At least 10 years of experience in a similar position or other HR management positions in multinational organisations working with both foreign and local employees in Vietnam.
- Extensive knowledge and management experience in the specialist fields of compensation and benefits and employee relations, as well as across a broad range of HR functions, including performance management, change management and HR consulting.
- In depth knowledge of Vietnam labor law, statutory insurance practices and personal income tax compliance.
- Practical experience in managing, training and developing team.
- Practical experience in re-engineering and process improvement of HR functions and services

### Preferred qualifications

- Master’s degree in related field or professional HR certification
- Relevant professional experience in higher education environments

Other competencies

- Well-developed interpersonal skills and effective interactions at all levels, including presentations, negotiation, liaison, and cross-cultural communication in both written and spoken English and Vietnamese
- Ability to navigate conflicting points of view, fluid situations, varying levels of ambiguity, and function effectively under pressure whilst always demonstrating integrity and fair-mindedness.
- Ability to plan and advise on leading and managing change and transition, with capability to manage multiple projects simultaneously.
- Ability to anticipate business needs, think proactively and respond appropriately, applying sound judgment, decision-making and critical thinking with strong analytical and problem-solving skills and a comfort with numbers.
- Discretion in dealing with sensitive and confidential information.

**English Proficiency**

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English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS 7.0 (General) with a score of at least 170 in Linguaskills.

For any role, English Language Proficiency may also be proven by showing successful completion of secondary education to a level qualifying to enter university study while being instructed through the medium of English, as per the RMIT University recognised qualification list.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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