

# POSITION DESCRIPTION



## SECTION A: Position Context

<b>Position Title</b>	Assistant Manager, Student Administration
<b>Position Grade</b>	E3 – Assistant Manager
<b>Category</b>	Executive
<b>Campus / Unit</b>	Sarawak Campus – Student Engagement
<b>Term of Appointment</b>	Full-time Appointment
<b>Effective Date</b>	January 2025

## Position Purpose

The primary focus of this position is to proactively assist and support the Manager, Student Systems and Administration to manage, plan and supervise a broad range of administrative tasks and record management, which includes providing information and assistance to Swinburne Sarawak students, staff and external stakeholders, in relation to the following key areas:

1. Student records, academic calendars, registration, enrolment and re-enrolment
2. Student Information Center (SIC) – First tier of support
3. Examination and Assessment
4. Awards and Completions

This position is also expected to provide leadership and direction to areas under Student Administration, which includes budgeting and monitoring performance, as well as ensuring that all activities are carried out to the highest professional standards.

At the discretion of the Registrar and Director, Student Engagement, the position may from time to time, be assigned to perform other functions within the Division as and when required.

The position works closely with professional and academic staff at Swinburne Sarawak and liaises with staff at other Swinburne campuses to ensure consistency in corporate style and efficient use of resources.

## Participation on Committees

The position will be required to participate on relevant committees as and when needed for the efficient performance of duties and as directed by the Manager, Student Systems and Administration; or Registrar and Director, Student Engagement; or Pro Vice-Chancellor and Chief Executive Officer (Sarawak) - PVC & CEO (Sarawak); or any other person as assigned by an authorised personnel.

## Supervision Reporting Relationships

This position's supervisor/manager	Manager, Student Systems and Administration; or any other person as assigned by an authorised personnel
Other positions reporting to <u>this</u> position	Executive, Officer, Assistant

## Location

This position is located at the Swinburne University of Technology Sarawak Campus.

## SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

KEY RESPONSIBILITY AREAS		
1.	<b>MANAGEMENT AND GENERAL ADMINISTRATION</b>	<p>Assist the Manager to:</p> <ul style="list-style-type: none"> <li>• Supervise, encourage and support the work of subordinates and ensure that the Administration area has appropriate plans and report to the Manager at a regular monthly interval.</li> <li>• Plan, organise, coordinate, implement and supervise all activities related to Administration area and ensure that they are carried out successfully.</li> <li>• Evaluate performance and effectiveness of the areas directly under the reporting and ensure improvements are implemented whenever possible.</li> <li>• Ensure that annual performance appraisals of staff under direct reporting are carried out well and that staff performance goals and development plans are appropriate.</li> <li>• Ensure all activities are carried out to the highest professional standards.</li> <li>• Regularly analyse, recommend and document all work flow and procedures.</li> <li>• Manage and follow-up on complaints and enquiries.</li> <li>• Continuously monitor and provide feedback and recommendation on methods to improve the efficiency and productivity.</li> <li>• Ensure all communication and information platforms are up-to-date.</li> <li>• Provide input, advice and assistance as required.</li> </ul>
2.	<b>POLICY AND PLANNING</b>	<ul style="list-style-type: none"> <li>• Ensure compliance and enforcement of all existing policies, procedures and regulations.</li> <li>• Prepare an annual operational plan which establishes specific goals and clear timelines for achievement.</li> <li>• Identify gaps and consequent preparation of relevant policies and procedures to ensure consistent and effective student administration across the University.</li> <li>• Review procedures and processes for improvement.</li> <li>• Provide accurate information in educating and advising staff members on related policies and procedures.</li> <li>• Continuous process improvements.</li> </ul>
3.	<b>LIAISON AND INTERACTION</b>	<p>Work closely with various parties including:</p> <ul style="list-style-type: none"> <li>• Staff within Student Engagement;</li> <li>• Staff from the Faculties, Schools and other administrative Units;</li> <li>• Staff from Melbourne Campus; and</li> <li>• Outside agencies on matters relating to Unit activities and functions.</li> </ul>
4.	<b>CUSTOMER SERVICE</b>	<ul style="list-style-type: none"> <li>• Provide fast, efficient, reliable customer service and accurate information to all members of staff, students and visitors.</li> <li>• Provide accurate information, educating and advising staff members on related policies and procedures.</li> <li>• Be accessible for client enquiries and respond to clients in a timely manner.</li> <li>• Ensure that the Unit's service standards are being observed.</li> </ul>
5.	<b>REPORTS</b>	<ul style="list-style-type: none"> <li>• Prepare timely reports to the Manager, Student Systems and Administration on all the activities undertaken.</li> <li>• Provide accurate information as and when needed by the Management.</li> </ul>
6.	<b>OCCUPATIONAL HEALTH AND SAFETY (OHS)</b>	<p>Assist management in monitoring, measuring and reviewing performance of all OHSMS programmes including through the following:</p> <ul style="list-style-type: none"> <li>• Coordinate the implementation of OHSMS and ensure compliance among all stakeholders particularly SUTS staff, students, contractors and visitors;</li> <li>• Direct investigation of incidents and coordinate corrective actions as needed.</li> </ul>
7.	<b>SWINBURNE VALUES AND CULTURE</b>	<ul style="list-style-type: none"> <li>• Commit to the Swinburne Values.</li> <li>• Conduct work professionally while demonstrating the Swinburne Values at all times.</li> <li>• Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.</li> </ul>

8.	<b>OTHER DUTIES</b>	Any other duties as and when required and directed by the Manager, Student Systems and Administration; or Registrar and Director, SE; or PVC&CEO (Sarawak); or by any other person as assigned by an authorised personnel.
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## SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the key selection criteria.

<b>Qualifications:</b> Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		<b>Essential / Highly Desirable / Preferable</b>
1.	A Bachelor's degree in any discipline from a recognised institution with a minimum of 3 - 5 years of relevant working experience including one (1) year at supervisory level in leading a team of staff. Master's degree holders in relevant discipline can be considered.	Essential

<b>Experience / Knowledge / Attributes:</b> Required by the appointee to successfully perform the positions key responsibilities.		<b>Essential / Highly Desirable / Preferable</b>
1.	Demonstrated ability to work independently, and to take initiative and responsibility to manage time and teams to meet deadlines.	Essential
2.	Demonstrated integrity in handling sensitive information and ability in maintaining confidentiality of information.	Essential
3.	Experience in student administration functions, which includes Student Information Center, handling of enrolment, re-enrolment and student registration; examination and assessment; graduation and completion and student complaints.	Essential
4.	Meticulous and have an eye for details.	Essential
5.	Familiar with computer skills and knowledge of Microsoft Office software, especially MS Words, MS Excel, and Power Point.	Essential
6.	Pleasant personality with strong customer service focus and able to develop good working relationship with students, staff and external stakeholders.	Essential
7.	Demonstrated excellent teamwork.	Essential
8.	Excellent interpersonal skills and demonstrated ability to work effectively in a consultative and team environment.	Essential
9.	Excellent communication skills, in written and spoken English and Bahasa Malaysia.	Essential
10.	A sound knowledge of the higher education in Malaysia.	Essential
11.	Experience in the use of Tableau, PowerBI or equivalent software in data management/reporting.	Highly Desirable

### Applications:

The application must also include a separate document addressing each applicable element of the Key Selection Criteria (as listed in Section C above).