

# POSITION DESCRIPTION



## SECTION A: Position Context

<b>Position Title</b>	Executive, Financial Advisory
<b>Position Grade</b>	E2 - Executive
<b>Category</b>	Executive
<b>Campus / Unit</b>	Sarawak Campus – Future Students
<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 Assistant Manager, Admissions and Visa in providing supervision on 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 student administration function.

This position is responsible for providing and ensuring that the functions which include duties listed below are carried out in a highly coordinated, professional and effective manner:-

1. Financial Advisory (scholarships and study loans including any other processes related such as processing applications, agreements submission and etc); and
2. Student Insurance (renewal and new including any other processes related such as insurance claims and etc).

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

The position will work closely with the staff at Swinburne Sarawak and will liaise 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 Assistant Manager, Admissions and Visa; or Director, Future Students; 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	Assistant Manager, Admissions and Visa; or any other person as assigned by an authorised personnel
Other positions reporting to this position	Officer, Financial Advisory

### 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>	<ul style="list-style-type: none"> <li>Plan, organise, coordinate, implement and supervise all activities of the section and ensure that the activities are carried out successfully and in compliance with the University Policy and Regulations.</li> <li>Provide Welfare (Financial advisory and insurance) advice to the students.</li> <li>Organise events for financial aid, insurance and other related tasks.</li> <li>Manage and maintain proper record for all the paper works and correspondences relating to the job.</li> <li>Ensure the accuracy, availability and up-to-date students records.</li> <li>Ensure on time completion of assigned task relating to the unit tasks.</li> <li>Support the Unit in various roles in providing services to the students and staff members.</li> </ul>
2.	<b>LIAISON AND INTERACTION</b>	<ul style="list-style-type: none"> <li>Work closely with various parties including:               <ul style="list-style-type: none"> <li>Staff within Future Students;</li> <li>Staff from the Faculties 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> </li> <li>Build rapport with students when handling their concerns and issues that within Welfare jurisdiction.</li> </ul>
3.	<b>POLICY AND PLANNING</b>	<ul style="list-style-type: none"> <li>Implement and ensure compliance with all the policies relating to the area of responsibilities / section.</li> <li>Assist in the development of policies and regulations relating to the area of responsibilities / section.</li> <li>Ensure continuous process improvements and high work efficacy.</li> </ul>
4.	<b>LEADERSHIP AND TEAM MANAGEMENT</b>	<ul style="list-style-type: none"> <li>Plan and coordinate staff within the team to meet demand, working within constraints including costs, priorities, service standard and resources available.</li> <li>Work with Assistant Manager, Admissions and Visa to ensure the team's priorities are aligned with the University mission and team's objectives.</li> <li>Foster collaborative work practices and promote a workplace environment focused on empowerment, efficient work practices, and continuous innovation and improvements.</li> <li>Ensure team members comply with all University standards, policies and procedures and that mandatory training is completed.</li> </ul>
5.	<b>EXTERNAL LIAISON</b>	<ul style="list-style-type: none"> <li>Work with all relevant external stakeholder to effectively discharge duties in Financial Advisory that includes but not limited to Yayasan Sarawak and other sponsoring bodies.</li> <li>Prepare and provide timely reports to relevant stakeholders for compliance.</li> <li>Build and maintain strong relationship with the relevant stakeholders and be updated of information to and from the stakeholders.</li> <li>Report all update to and from external stakeholder to the Management in a timely manner.</li> </ul>
6.	<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>
7.	<b>REPORTS</b>	<ul style="list-style-type: none"> <li>Prepare reports to the Assistant Manager, Admissions and Visa, on all activities undertaken.</li> <li>Provide accurate information as and when needed by the Management.</li> </ul>
8.	<b>OCCUPATIONAL HEALTH AND SAFETY (OHS)</b>	<p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <ul style="list-style-type: none"> <li>Execute OHS requirements in respective work areas;</li> <li>Maintain cleanliness, good housekeeping and overall safe work environment; and</li> </ul>

		<ul style="list-style-type: none"> <li>Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.</li> </ul>
<b>9.</b>	<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 time.</li> <li>Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.</li> </ul>
<b>10.</b>	<b>OTHER DUTIES</b>	Any other duties as and when required and directed by the Assistant Manager, Admissions and Visa; or Director, Future Students; or PVC&CEO (Sarawak); or any other person as assigned by an authorised personnel.

## 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 a relevant discipline from a recognised institution with at least three (3) years of relevant work experience. Master's degree holders in a relevant discipline can be considered.	Essential

<b>Experience / Knowledge / Attributes:</b> Required by the position to successfully perform the positions key responsibilities.		<b>Essential / Highly Desirable / Preferable</b>
1.	Experience in handling jobs related to multiple external stakeholders.	Essential
2.	Meticulous, proven accuracy and attention to detail.	Essential
3.	Good organisational, problem-solving and analytical skills.	Essential
4.	Pleasant personality with strong customer service focus and able to develop good working relationship with students, staff and external stakeholders.	Essential
5.	Competent in computer skills and knowledge of Microsoft Office software, especially MS Words, MS Excel, and Power Point.	Essential
6.	Demonstrated excellent teamwork. Able to work well with staff members from other units to provide the best customer service.	Essential
7.	Ability to communicate with people from diverse backgrounds.	Essential
8.	Excellent communication skills, in written and spoken English and Bahasa Malaysia.	Essential
9.	A sound knowledge of the higher education in Malaysia.	Highly Desirable
10.	Good organisational, problem solving and analytical skills.	Highly Desirable