

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Student Engagement Officer (Male Accommodation)
Position Grade	E1 - Officer
Category	Executive
Campus / Unit	Sarawak Campus – Student Engagement (SE)
Term of Appointment	Fixed-Term appointment
Effective Date	February 2025

Position Purpose

The primary focus of this position is to proactively assist the Manager, Student Life and Support Services and Assistant Manager, Student Life to enrich student's university journey through the delivery of a world class student experience and to be a future ready leader.

This position is responsible for providing and ensuring that the functions which includes duties listed below are carried out in a highly coordinated, professional and effective manner to Swinburne Sarawak students, staff and external stakeholders:

1. Administration (Student Village database) and operations (inclusive management of repair and maintenance, security, parcel or mailing services and cleaning) of Student Village (On-Campus Accommodation);
2. Activities and events for Student Village residents;
3. Well-being and welfare of Student Village residents; and
4. Accommodation advisory.

The position works closely with 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 in the relevant committees as required for the efficient performance of duties and as directed by the Assistant Manager, Student Life; or Manager, Student Life and Support Services; or Registrar and Director, SE; or by any other person as assigned by an authorised personnel.

Supervision Reporting Relationships

This position's supervisor/manager	Assistant Manager, Student Life; or any other person as assigned by an authorised personnel
Other positions reporting to this position	None

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.	GENERAL ADMINISTRATION AND MANAGEMENT	<p>Assist and support the Student Engagement Executive and Assistant Manager, Student Life to:</p> <ul style="list-style-type: none"> • Administer and manage Student Village database. • Contribute to improvement of accommodation processes. • Manage and maintain proper record for all the paperworks and correspondences relating to the job. • Ensure on-time completion of assigned task relating to the Unit. • Ensure all activities, events and programs met the University's Campus Plan, Vision, Mission and Key Responsibility Area (KRA). • Manage and coordinate Check-out and Withdrawal of residents.
2.	OPERATIONS AND ORGANISATION	<p>Assist and support the Student Engagement Executive and Assistant Manager, Student Life to:</p> <ul style="list-style-type: none"> • Ensure the daily operations run smoothly and efficiently, not limited to check-in, check-out, housekeeping, issuance of passcode or door access security and payment of male hostels. • Manage and maintain proper record for all paperwork and correspondence relating to male hostels. • Ensure accommodation properties are properly managed and maintained. • Coordinate and organise activities and events for Student Village residents especially floor briefings. • Ensure enforcement of Student Village rules and regulations. • Advice on accommodation requirements of male hostels. • Manage repair and maintenance of male hostels (i.e. monthly check on fittings and fixtures).
3.	LIAISON AND INTERACTION	<ul style="list-style-type: none"> • Work closely with various parties including: <ul style="list-style-type: none"> – Staff within Student Engagement; – Staff from the Faculties, Schools and other administrative units; – Staff from Melbourne Campus; and – Outside agencies on matters relating to unit activities and functions. • Build rapport with students within accommodation jurisdiction.
4.	POLICY AND PLANNING	<ul style="list-style-type: none"> • Implement and ensure compliance with all the policies relating to the area of responsibilities or section. • Assist in the development of policies and regulations relating to the area of responsibilities or section.
5.	CUSTOMER SERVICE	<ul style="list-style-type: none"> • Provide outstanding customer service to students, staff and external stakeholders. • Collaborate with internal and external stakeholders to better understand, anticipate and meet their current and future needs in accordance with Student Experience purview. • Respond to customer enquiries and emergencies proactively; provide clear advice and options; as well as providing resolutions for complex enquiries, in a timely manner to meet customer needs. • Deal with customer applications or complaints in accordance with University's policies and systems. • Treat customers with consideration and respect at all times and provide realistic response period when matters cannot be resolved immediately. • Build trust and integrity by consistently applying ethical standards, transparent communications and commitment with internal and external stakeholders.

		<ul style="list-style-type: none"> • Address and resolve conflict in a timely, confidential and constructive manner so as to achieve positive outcomes. • Build and maintain positive relationships with internal and external stakeholders to enhance delivery of service.
6.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<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"> • Execute OHS requirements in respective work areas; • Maintain cleanliness, good housekeeping and overall safe work environment; and • 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.
7.	SWINBURNE VALUES AND CULTURE	<ul style="list-style-type: none"> • Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all time.
8.	REPORTS	<ul style="list-style-type: none"> • Prepare reports and provide accurate information as and when needed by the Management. <ul style="list-style-type: none"> - Maintenance Report (Monthly); - Spot Check Report (Monthly); - Misconduct and Sanction Report (Semesterly); - Any other reports related to accommodation.
9.	OTHER DUTIES	<ul style="list-style-type: none"> • Any other duties as required by the Assistant Manager, Student Life; or Manager, Student Life and Support Services; or Registrar and Director, Student Engagement; or by 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.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential / Highly Desirable / Preferable
1.	a) A Bachelor's degree in a relevant discipline from a recognised institution; or b) A Diploma in a relevant discipline from a recognised institution with a minimum of three (3) years relevant working experience.	Essential

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.		Essential / Highly Desirable / Preferable
1.	Experience and knowledge in various functions of building services management including hostel administration.	Essential
2.	Hands-on knowledge of the operations, building services and maintenance of various services installed in the building and its compound including electrical works, plumbing, laundry system, management of sound system, fire and safety, housekeeping, managing of security enforcement and emergency management.	Essential
3.	Strong customer services focus and able to develop good working relationship with student, staff and external stakeholders.	Essential
4.	Excellent interpersonal skills and demonstrated ability to work effectively in a consultative and team environment, including the ability to liaise effectively with a wide range of internal and external stakeholders.	Essential
5.	Great personality, energetic, proactive, creative and innovative.	Essential
6.	Familiar with computer skills and knowledge of Microsoft Office software, especially MS Words, MS Excel, and Power Point.	Essential
7.	Good time management and organisational skills, with ability to prioritise workload to ensure deadlines are met.	Essential
8.	Able and willing to work extra hours and during weekends, as and when required.	Essential
9.	Meticulous and have an eye for details.	Essential
10.	Demonstrated ability to motivate self and others.	Highly Desirable
11.	Fluent in English and Bahasa Malaysia; additional proficiency in other languages is a definite advantage.	Preferable