

POSITION DESCRIPTION:

SECTION A: Position Context

Position Title	Assistant Manager – Student Services
Classification	Executive
Campus/School/Department/Faculty	Student Operations Department
Division	Student and Corporate Services Division
Term of Appointment	Permanent
Effective Date	May 2009

Position Purpose:

The primary focus of this position is to assist the Registrar and Manager Student Operations for the provision of a broad range of administrative tasks, record management including the provision of information and assistance to Swinburne Sarawak students, staff and external agencies in relation to the student administration function particularly in the following areas:-

1. Counselling Services
2. Accommodations
3. International Students Affairs and Welfare
4. Graduate Job Placement and Career guidance

The position works closely with support 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.

University Information:

Swinburne University of Technology is a large multi-sectoral and multi-campus institution with a stated mission to be a pre-eminent entrepreneurial university from the Asia-Pacific, thriving on new ideas and knowledge and exploiting its intersectoral heritage to create value for its stakeholders

Swinburne has campuses in metropolitan Melbourne at Hawthorn, Prahran, Lilydale, Wantirna, Croydon and Healesville and an overseas branch campus university in Kuching, the capital city of the State of Sarawak in Malaysia. It also offers an increasing number of subjects and courses via the Internet. Its programs cover the education and training needs of over 40,000 students ranging from apprentices through to doctoral students

Swinburne is proud of its close links with industry, business and the community generally. It has gained a prominent and respected name in education in Australia and overseas through:

- government funded programs and research;
- industry and business funded research;
- consultancy and training;
- fee-for-service teaching;
- an international focus for its curricula, student recruitment and operations.

The Branch Campus in Sarawak is a licensed branch campus university in Malaysia which offers selected undergraduate, postgraduate and research degree courses identical to those offered at other Swinburne campuses in Australia. It also offers pre-university foundation programs and a limited number of diploma programs. The branch campus was established in 2000 as Swinburne Sarawak Institute of Technology and on gaining university status in Malaysia changed its name to Swinburne University of Technology (Sarawak Campus) in June 2004. The Branch campus occupies a 16.5 acre site in central Kuching, the state capital of Sarawak. In 2009, the Sarawak Campus has over 200 academic and other staff. In addition to the staff located in Kuching, there is significant involvement of Melbourne staff in the academic operations in Kuching through regular visits (in excess of 50 per annum) and cooperation in teaching activities for subjects

delivered in both countries.

The branch campus university in Sarawak is a joint venture between Swinburne University of Technology in Australia and the State Government of Sarawak through two of its Foundations – Yayasan Sarawak and the Sarawak Higher Education Foundation. The academic operations of the campus are integrated with and controlled by the University in Australia.

Student Operations

The Student Operations is responsible for range of complex student administration functions which includes student administration policy, students' records management services, enrolments, examinations, student support services, enquiries and awards & ceremonies. The Department is responsible in providing effective services in all these functions to the Chancellery and the academic divisions of the University. It also has a major role to play in the provision of information to internal and external parties. The role and function of the Department is summarised in its name and basically includes:

Systems Records and Compliance:

- Database and system maintenances
- Timetabling and scheduling
- Students records
- Statistics

Student Administration:

- Enrolment and reenrolment
- Registration of new and continuing students
- The management and conduct of all university's examination.
- Graduate Verification
- Student financial assistance
- Results and transcript issuance
- Academic Calendar

Client Services:

- Student Information Centre
- Awards and Graduation Ceremonies
- Student Disciplines
- Career development
- Graduate Tracking
- Orientation & Transition
- Students Evaluations

Student Services

- Counselling services
- International Student Affairs including immigration matters*.
- Hostel services, security and maintenances.
- Job Placement and Career Guidance

* The Department is responsible for all aspects of support for international students from the moment they are enrolled. The Department's international student responsibility includes renewal of study visa, welfare, and any other assistance that the international student would normally needs.

URL to web pages: <http://www.swinburne.edu.my>

Participation on Committees:

The incumbent will be required to participate and act as secretary to the relevant committees within the purview of Student Operations Department.

Supervision Reporting Relationships:

<u>This positions' supervisor/manager</u>	Registrar and Manager, Student Operations Department
<u>Other positions reporting to this position</u>	Student Operations Officer / Counsellors and Student Operations Assistants

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. The Assistant Manager – Student Services is primarily responsible for the provision of quality services to the students in the associated areas which includes, assisting students in getting financial assistance, graduation and ceremonies, counselling, disciplines, student activities, accommodation, the welfare and students affairs.

Key Responsibility Areas		
1.	MANAGEMENT & GENERAL ADMINISTRATION	<ul style="list-style-type: none">• Devise, implement, maintain and develop policies & procedures and other administrative systems and procedures as appropriate to the needs of the Branch Campus University.• Supervise, encourage and support the work of subordinates and ensure the unit has appropriate plans and report to the Registrar at a regular monthly interval.• Evaluate performance and effectiveness of the areas directly under the control and ensure improvements are implemented whenever possible.• Ensure that annual performance appraisals of staff under direct control are carried out very well and that staff performance goals and development plans are appropriate.• Plan, organise, coordinate, implement and supervise all activities of the unit and ensure that they are carried out successfully.
2.	LIAISON AND INTERACTION	<ul style="list-style-type: none">• Academics Department and staff in the other unit within the Student Administration Department.• Outside agencies such as Yayasan Sarawak, PTPTN, Immigration Department, MOHE and JPS on matters relating to the students.
3.	CUSTOMER SERVICE	<p>Collaborate with internal and external customers to better understand, anticipate and meet the current and future needs of the branch campus university and its students in accordance with organisational expectations.</p> <ul style="list-style-type: none">▪ Implement high quality processes that document, assess, improve and deliver favourable service performances.▪ Be accessible for client enquiries; and respond to clients in a timely manner.▪ Ensure front counter personnel provide a friendly, helpful and responsive service to students and parents.
4.	SETS DIRECTION	Provide advices and direction for the unit and set goals for the staff.
5.	GENERAL	Work effectively as a member of the team, providing input, advice and assistance as required.
6.	OTHERS	Any other duties as required by the Registrar and Manager, Student Operations Department or Senior Managers of the University.

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.	Minimum Bachelor Degree in any discipline from a recognised college / University	Essential

Experience / Knowledge / Attributes: Required by the incumbent to successfully perform the positions key responsibilities.		Essential/ Highly Desirable / Preferable
1.	A degree in any discipline from a recognized University with at least 5 years working experience of which a minimum of 2 years at supervisory level.	Highly Desirable
2.	Strong customer service focus	Essential
3.	Strong Leadership qualities and has the ability to motivate and mentor staff.	Desirable
4.	Good organizational, problem solving and analytical skill.	Desirable
5.	Excellent interpersonal skills and demonstrated ability to work effectively in a consultative and team environment	Highly Desirable
6.	Computer literate able to use Microsoft's Words, Excel. Access and Power point.	Essential
7.	Excellent communication skills, in written and spoken English and Bahasa Malaysia.	Essential

Swinburne Attributes:

Our attributes inform the selection process; however, a written response to the attributes is not required. The attributes are:

Building Organisational Capability	Demonstrates Personal Integrity	Manages Change Effectively
Builds Relationships	Drives Service Excellence	Provides Educational Leadership
Creates a Learning Environment	Exhibits Entrepreneurial Skills	Sets Direction

For information refer to the following weblink: [Swinburne Attributes](http://www.swin.edu.au/corporate/hr/attributes/)
(<http://www.swin.edu.au/corporate/hr/attributes/>).

Further Information:

Further information is available from Andrea Sim, Manager, Human Resource Department at telephone 416353 ext. 8756, fax 423594, email asim@swinburne.edu.my

Applications:

Applications should include a detailed CV summarising qualifications, experience and other matters considered relevant to the application. The CV should also include information on work related areas such as visa and work status in Malaysia/Sarawak.

The University has a policy requiring successful applicants to produce evidence of all formal qualifications at the time of commencing employment.