

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Administrative Officer
Position Grade	E1 – Officer
Category	Executive
Campus / Unit	Sarawak Campus – Academic Administrative Office
Term of Appointment	Fixed-Term Appointment
Effective Date	May 2026

Position Purpose

The position is an administrative position at the Sarawak Campus.

The responsibilities of this position include providing general administrative support and academic administration for all educational programs offered by the Academic Units (i.e. Faculties, LTU and School of Foundation Studies) in compliance with various policies and procedures relevant to the academic operations of the University. The appointee will work closely with the Deans, Associate Deans, Head of Learning and Teaching Unit (LTU), Heads of Schools, Head of Departments, and other staff on campus.

Participation on Committees

The appointee will be required to participate on relevant committees as and when is needed for the efficient performance of duties and as directed by the Manager, Academic Administrative Office; or Deputy Pro Vice-Chancellor (Academic); and/or by an authorised personnel.

Supervision Reporting Relationships

<u>This</u> position's supervisor / manager	Manager, Academic Administrative Office, or any other person as assigned by an authorised personnel.
Other positions reporting to <u>this</u> 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 ASSISTANCE	Provide comprehensive administrative support to the Academic Units to ensure efficient operations, effective coordination, and compliance with institutional requirements, including the following responsibilities: • Contribute to the smooth and efficient administration of Academic Units, while maintaining effective communication and coordination within the units and with internal and external stakeholders. • Provide administrative and operational support to the Heads of Academic Units on staffing, financial, and operational matters. • Manage the administration of internal grants, including coordination of applications, maintenance of grant records, monitoring of budgets and reporting timelines, and liaison with stakeholders to ensure compliance with university policies and requirements. • Update, maintain, and disseminate internal grant-related procedures, guidelines, and forms to relevant stakeholders. • Contribute to the continuous improvement and digitalisation of internal grant management processes and administrative workflows in consultation with the team. • Administer Internal Consultancy Agreements for staff, including monitoring staff contribution hours, profit-sharing arrangements, project completion status, and compliance with institutional policies and requirements. • Coordinate and ensure timely submission of MDEC-related reports and documentation by liaising with relevant academic and administrative units, as well as serving as the liaison point with MDEC representatives and auditors. • Maintain and monitor records of staff participation in University Social Responsibility (USR) and Knowledge Transfer Program (KTP) activities, including follow-up on required reporting and documentation. • Assist staff in development activities, including conference participation, training applications, and related administrative requirements. • Provide administrative support for Academic Unit meetings, seminars, workshops, and other projects or initiatives undertaken by the Academic Units. • Manage procurement processes, subscriptions, and resource requirements for the Academic Units in accordance with university procedures and budget provisions. • Maintain accurate records, documentation, and reporting to support operational efficiency, audit readiness, and informed decision-making

KEY RESPONSIBILITY AREAS		
2.	PROGRAM ADMINISTRATION ASSISTANCE	Academic Program Administration • Provide administrative support for the effective delivery and coordination of academic programs. • Assist in timetable coordination, class scheduling, enrolment processes, and examination administration. • Maintain accurate academic records & program documentation. Student & Staff Support • Serve as a key contact point for students, academic staff, and external stakeholders on program-related matters. • Assist in resolving administrative enquiries in a timely and professional manner. Academic Compliance & Quality Assurance • Assist in ensuring compliance with university policies, accreditation requirements, and academic regulations. • Support preparation and maintenance of documentation for audits, accreditation, and quality assurance exercises. • Monitor deadlines and ensure timely submission of required reports and records. Digitalisation & Process Improvement • Contribute to the continuous improvement and digitalisation of administrative processes and systems. • Assist in maintaining records management, and workflow efficiency initiatives. Event & Activity Coordination • Support the organisation of academic events, workshops, industry engagement activities, and student-related programs. • Coordinate logistics, communication, and documentation for events and activities. General Administrative Support • Perform general office administration duties to support the Academic Administration Office and academic units. • Undertake other duties as assigned by the supervisor in support of operational requirements
3.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following: • 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.
4.	SWINBURNE VALUES AND CULTURE	• Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all time.
5.	CUSTOMER SERVICE	• Provide support for new staff, students and visitors to ensure an excellent first impression. • Respond to any queries in a timely and polite manner.
6.	OTHER DUTIES	Any other duties as required by the Manager, Academic Administrative Office; or Deputy Pro Vice-Chancellor (Academic); and/or 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 / Desirable
1.	a) A Bachelor's degree in relevant discipline from a recognised institution, or a Bachelor's degree with subsequent relevant experience; OR b) A Diploma with a minimum of three (3) years of relevant work experience. Fresh Bachelor degree holders in relevant discipline can be considered.	Essential

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the position's key responsibilities.		Essential/ Highly Desirable / Preferable
1.	Knowledge in using Microsoft Office applications for reporting purposes.	Essential
2.	Good problem-solving skills and ability to handle more than one priority at a time.	Essential
3.	Strong communication skills, in written and spoken English and Bahasa Melayu.	Essential
4.	Experience in academic data handling or institutional reporting with proficiency in Excel and familiarity with Big Data Analysis using Power BI & Power Query tools.	Highly Desirable
5.	Integrity and confidentiality in handling sensitive academic records.	Highly Desirable
6.	Experience in dealing with professional bodies.	Highly Desirable
7.	Prior involvement in academic planning, accreditation, or quality assurance activities.	Preferable
8.	Understanding of academic structures, student life cycle, and operational processes.	Preferable

Further Information:

Further information is available from Human Resources at fax +60 82 260821, email careers@swinburne.edu.my.

Applications:

Applications should include a detailed CV summarising qualifications, experience and other matters considered relevant to the application.

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

I accept the Position Description as stated above and that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position grade and category, and consistent with the purpose for which the position was established.

Name:

Date:

Signature: